Patient Rights

Patient Rights of the Tokyo Metropolitan Hospitals

Under the doctrine of “patient-centered health care,” all patients have the right to receive health care with respect and dignity. In addition, as care is developed through cooperation based on mutual trust between the patient and health care providers, it is also necessary for the patient to participate as a responsible individual.

Tokyo Metropolitan Hospitals (hereinafter referred to as “Metropolitan Hospitals”), which have been entrusted with the mission to protect the lives and health of the residents of Tokyo, have drawn up this Patient Rights based on the above concept.

Metropolitan Hospitals shall uphold this Patient Rights and shall support patients in their responsible participation in matters concerning their own health care.

1. All patients regardless of their medical complaint have the right to receive equal, high-quality health care.
2. All patients have the right to receive health care respectful of their personality, beliefs and other individual qualities, and under a mutually cooperative relation with the health care provider.
3. All patients have the right to receive, in comprehensible words and/or methods, sufficient explanation and information regarding their medical condition, test, treatment and prospects until they are completely satisfied with the explanation.
4. All patients have the right to select the strategy of medical treatment, etc., to be taken after receiving sufficient explanation and information.
5. All patients have the right to request access to their personal medical records.
6. All patients have the right to have their privacy respected and undisturbed to the extent possible during time spent at the hospital, and any personal information on patients obtained during consultation and treatment shall be kept confidential.
7. For medical treatment still under research, all patients have the right to determine whether they wish to undertake such treatment after receiving sufficient information on it including its goals and risks, and also have the right to refuse such treatment at any stage without impacting their access to standard care.
8. All patients have the responsibility of providing, as accurately as possible, all relevant information concerning their health to doctors and other health care providers to ensure that high-quality care is provided.
9. In order for patients to receive health care that meets their satisfaction, all patients have the responsibility of asking questions about any part of the medical treatment they do not understand until they can fully comprehend it.
10. So that all patients can receive optimum medical services, all patients have the responsibility of giving due consideration so as not to interfere with the treatment of other patients or the provision of medical care by the hospital staff.

Search for Medical Institutions in Tokyo

Himawari (Tokyo Metropolitan Medical Institution Information Service)

The Tokyo Metropolitan Government provides residents with information obtained from medical institutions in Tokyo, through the Tokyo Metropolitan Medical Institution Information Service, Himawari.

URL: http://www.himawari.metro.tokyo.jp/ti/pb13enmmt.asp
Phone: 03-5285-8181 (Daily 9 a.m.-8 p.m.)
Languages: Chinese/English/Korean/Spanish/Thai

Date of Issue: October 2014 Issue No.-2917
Printed and distributed by: General Affairs Section, Management Planning Division, Office of Metropolitan Hospital Management, Tokyo Metropolitan Government 2-6-1, Nishi-Shinjuku, Shinjuku-ku, Tokyo 162-9001
Tel: 03-5252-9462
Http://www.metro.tokyo.jp/index.htm
http://twitter.com/tokystudyguide
Overview of Tokyo Metropolitan Hospitals

History of Tokyo Metropolitan Hospitals

The history of Tokyo metropolitan hospitals dates back to 1879, when facilities for mental illness and cholera and other infectious diseases were established. Metropolitan hospitals have been serving the residents of Tokyo, providing healthcare that meets current social needs and the changing supply and demand for medical care.

Role of Tokyo Metropolitan Hospitals

The basic role of metropolitan hospitals is to provide Tokyo residents with proper “public healthcare services” supported by an advanced and specialized, multidisciplinary care system and to ensure quality medical services in the capital through close collaboration with other hospitals and facilities. Metropolitan hospitals are meant to serve all the residents of Tokyo. In order to fully utilize limited medical resources to provide as many people as possible with proper healthcare by leveraging the sophisticated capabilities of the metropolitan hospitals, these hospitals serve the entire Tokyo area (tertiary healthcare service area) or secondary healthcare service areas, and primarily provide acute care.

Multidisciplinary Care System

Treating a cancer patient who also has diabetes, for example, requires multidisciplinary care involving doctors specializing in not only oncology but also different areas such as diabetes, ophthalmology and orthopedics. This collaborative approach to treat various symptoms and complications is called a “multidisciplinary care system.”

Healthcare Service Areas

Healthcare service areas have been established as regional units to properly meet resident demand for healthcare; to appropriately allocate healthcare resources; and to promote a more systematic provision of healthcare services by encouraging the division of roles and collaboration between healthcare facilities.

- In the primary healthcare service area, community-oriented healthcare services, such as support for well-being and treatment for common injuries and diseases, are provided. Each municipality constitutes one primary healthcare service area.
- In the secondary healthcare service area, total general inpatient care, as well as comprehensive healthcare services through cooperation among medical facilities, are provided. Tokyo is divided into 13 secondary healthcare service areas.
- In the tertiary healthcare service area, advanced inpatient care and specialized healthcare services are provided. The entire Tokyo area is a single tertiary healthcare service area.

Public Healthcare Services Provided by Tokyo Metropolitan Hospitals

Metropolitan hospitals provide the following public healthcare services:

1. Medical attention required under laws and regulations (e.g. emergency psychiatric care, disaster healthcare)
2. Medical attention arising from strong social demand (e.g. medical care for intractable diseases, perinatal care, secondary and tertiary emergency care)
3. Medical attention for newly arising medical challenges that metropolitan hospitals need to take the lead in addressing (e.g. mental illness in children, AIDS treatment)

Pictures on the front page

1. [Accepted emergency patients: Tokyo Metropolitan Hiroo Hospital]
2. [Mother-and-child image: Tokyo Metropolitan Ohtsuka Hospital]
3. [Advanced high-precision radiation therapy system (Vero 4DRT): Tokyo Metropolitan Komagome Hospital]
4. [Intensive Care Unit: Tokyo Metropolitan Bokutoh Hospital]
5. [Mother-and-child image: Tokyo Metropolitan Ohtsuka Hospital]
6. [Vero 4DRT]
7. [Intensive Care Unit: Tokyo Metropolitan Bokutoh Hospital]
8. [Mother-and-child image: Tokyo Metropolitan Ohtsuka Hospital]
This page describes the eight metropolitan hospitals administered by the Office of Metropolitan Hospital Management.

These metropolitan hospitals comprise six regular hospitals (Tokyo Metropolitan Hiroo Hospital, Tokyo Metropolitan Ohtsuka Hospital, Tokyo Metropolitan Komagome Hospital, Tokyo Metropolitan Bokutoh Hospital, Tokyo Metropolitan Tama Medical Center, and Tokyo Metropolitan Neurological Hospital), one children’s hospital (Tokyo Metropolitan Children’s Medical Center), and one psychiatric hospital (Tokyo Metropolitan Matsuzawa Hospital), and operate as a public enterprise subject to the financial provisions of the Local Public Enterprise Act (Law No. 292, 1952).

Tokyo Metropolitan Tama Medical Center
Tokyo Metropolitan Tama Medical Center serves the following three main functions: emergency care, including “Tokyo ER Tama,” which centers on tertiary emergency care and psychiatric emergency care; cancer treatment; and perinatal care. With the aim of raising the level of care in the Tama area as a whole, this hospital is striving to make further improvements and enhancements to its medical care functions.

2-8-9, Musashidai, Fuchu-shi, Tokyo 183-8564
Tel. 042-323-5110
http://www.byouin.metro.tokyo.jp/tmnh/
Number of beds: 304 (304 regular beds)

Tokyo Metropolitan Neurological Hospital
As a center for all the neurological diseases in the Tokyo metropolis, Tokyo Metropolitan Neurological Hospital provides advanced medical care for the patients with neurological disorders, including catastrophic illness in every stage from early to advanced stages.

2-6-1, Musashidai, Fuchu-shi, Tokyo 183-0042
Tel. 042-323-5111
http://www.byouin.metro.tokyo.jp/hnt
Number of beds: 482 (452 regular beds, 30 psychiatric beds)

Tokyo Metropolitan Children’s Medical Center
Tokyo Metropolitan Children’s Medical Center provides advanced specialized care for children with mental and physical conditions, as well as acute medical care focused on serious emergency patients. It also serves as the center for pediatric care in the Tokyo Metropolitan Hospitals.

2-8-9, Musashidai, Fuchu-shi, Tokyo 183-8561
Tel. 042-323-5111
http://www.byouin.metro.tokyo.jp/hnt
Number of beds: 364 (364 regular beds)

Tokyo Metropolitan Matsuzawa Hospital
As a center for psychiatric care in the Tokyo Metropolis, Tokyo Metropolitan Matsuzawa Hospital provides highly specialized psychiatric and medical services for patients with mental illness, centering on the acute psychiatric care and liaises closely with other medical institutions, public health and social welfare facilities.

3-1-1, Harukinozawa, Bunkyo-ku, Tokyo 113-8677
Tel. 03-3823-2101
http://www.byouin.metro.tokyo.jp/matsuzawa/
Number of beds: 833 (803 regular beds, 30 infectious disease beds)

Tokyo Metropolitan Hiroo Hospital
Serving as “Tokyo ER Hiroo,” which includes tertiary emergency care, Tokyo Metropolitan Hiroo Hospital provides emergency care for patients with a variety of ailments, including injuries and diseases that other medical institutions would find difficult to treat. As a designated key medical institution in times of emergency, Tokyo Metropolitan Hiroo Hospital also contributes to the improvement of disaster healthcare in the Tokyo Metropolitans.

2-04-15, Ebisu, Shibuya-ku, Tokyo 150-0013
Tel. 03-3444-1181
http://www.byouin.metro.tokyo.jp/hiroo/
Number of beds: 452 (452 regular beds, 30 psychiatric beds)

Tokyo Metropolitan Ohtsuka Hospital
As a designated prefectural cancer care hospital, Tokyo Metropolitan Ohtsuka Hospital not only provides advanced and specialized perinatal care, but also actively responds to the increasing need for emergency care, particularly for children. It also offers highly specialized treatment for rheumatism and collagen diseases.

2-6-1, Musashidai, Fuchu-shi, Tokyo 183-8561
Tel. 042-323-5111
http://www.byouin.metro.tokyo.jp/ohtsuka/
Number of beds: 508 (508 regular beds)

Tokyo Metropolitan Komagome Hospital
As a designated prefectural cancer care hospital, Tokyo Metropolitan Komagome Hospital is contributing to the improvement of cancer treatment in the capital while also providing specialized medical care for infectious diseases, with a focus on acquired immune deficiency syndrome (AIDS), Class 1 and Class 2 infectious diseases, and new infectious diseases.

3-18-22, Hinkomagome, Bunkyo-ku, Tokyo 113-8677
Tel. 03-3823-2101
http://www.ccks.jp/
Number of beds: 633 (603 regular beds, 30 infectious disease beds)

Tokyo Metropolitan Bokutoh Hospital
Serving as “Tokyo ER Bokutoh,” which includes tertiary emergency care, Tokyo Metropolitan Bokutoh Hospital provides emergency care and functions as a center for medical care in numerous fields, including perinatal care. Tokyo Metropolitan Bokutoh Hospital lives up to its role as a designated key regional center covering all 23 wards of Tokyo, with a focus on the Tama, Koto, and Edogawa Wards in eastern Tokyo.

4-23-15, Kobashin, Sumida-ku, Tokyo 130-8575
Tel. 03-3633-6151
http://bokutoh-hp.metro.tokyo.jp/
Number of beds: 772 (726 regular beds, 36 psychiatric beds, 10 infectious disease beds)
Referrals and Appointments

Referral-Based System

At Tokyo Metropolitan hospitals, patients, with the exception of emergency cases, are basically seen by referral from local medical institutions such as their family doctor. Family doctors are local practitioners who are readily available to provide consultation for health concerns and to treat ailments. Your family doctor will refer you to a hospital with advanced or specialized capabilities when he or she decides that a more thorough examination or advanced treatment is needed. In such a case, the doctor will write a referral letter that states the diagnosis and give it to you. You will then set up an appointment with the designated hospital and take the referral letter with you when going to the hospital. This is how the referral-based system works.

Why Tokyo Metropolitan Hospitals See Patients by Referral

Metropolitan hospitals see patients by referral and appointment so that they can properly and efficiently provide Tokyo residents with advanced and specialized medical care and other such services. This is based on the concept that roles should be divided between metropolitan hospitals and local health care providers including family doctors. To this end, metropolitan hospitals, in collaboration with local medical institutions, make efforts to ensure that patients can be smoothly referred to them. In emergencies, however, no referral or appointment is necessary.

For Patients without Referral

In principle, patients without a referral to a metropolitan hospital will be charged an extra 1,300 yen for their initial consultation fee in addition to the treatment fee. Metropolitan hospitals encourage patients to visit their local medical institutions first. Your understanding and cooperation is greatly appreciated.

For People without a Family Doctor

The advantage of having a family doctor is that your health can be regularly and continuously managed. A family doctor who sees you regularly will know your medical history, medication, family and lifestyle. The doctor will be able to take such information into full account in deciding if you need to be referred to a hospital and introducing you to a hospital and department that best meets your needs. This makes it very important for everyone to have a family doctor. If you do not have a family doctor, you are strongly recommended to find one whom you and your family can visit regularly to better manage your health.

“Tokyo ER” Emergency Care

Aim of Tokyo ER

With the goal of providing 24-hour, 365-day access to reliable and patient-centered health care to emergency patients with any complaint, the Tokyo Metropolitan Government has established “Tokyo ER” facilities at Hiroo Hospital, Bokutoh Hospital, Tama Medical Center, and Children’s Medical Center, to bolster Tokyo’ s system for comprehensive emergency medical care.

Triage at Tokyo ER

Patients are divided into three levels of emergency care, depending on the severity of illness or injury:

- Primary emergency care for patients with mild conditions not requiring hospitalization
- Secondary emergency care for patients requiring hospitalization and/or surgery
- Tertiary emergency care for patients with life-threatening or otherwise serious conditions requiring treatment at advanced facilities (at an emergency and intensive care center)

This classification is aimed at making effective use of limited emergency care resources in terms of staff and facilities.

Tokyo ER is prepared to accept emergency patients of any severity, with any symptoms, at any time. Specifically, patients requiring primary or secondary care are seen at the emergency department, and critical patients with life-threatening conditions needing tertiary care are treated at the emergency and intensive care center.

The emergency department and center each has exclusively assigned doctors to see emergency patients. At Tokyo ER, patients will be first triaged by a nurse, who will ask about their conditions and determine whether they have serious conditions requiring immediate care. Because of this arrangement, patients might not be seen in order of arrival, and, when there are many serious patients, other patients may have to wait for hours to receive medical care.

What You Should Know about ER

1. The ER is reserved for emergencies; it does not offer regular medical care. When specialized treatment is necessary, you may be asked to return to the hospital at a later time, or may be referred to other medical institutions.

2. Depending on symptoms and circumstances the ER may be unable to accept you. Please contact the ER (the phone numbers are shown below) before going.

3. Patients might not be seen in order of arrival, depending on the severity of other patients awaiting treatment. Consequently, you may have to wait for hours.

4. Treatment is limited to first-aid; tests are only conducted when urgently needed; and in principle, prescriptions are for one day only.

5. Even if you need hospitalization, you may be transferred to another hospital due to the unavailability of beds.

6. Please also consider consultation at medical institutions other than Tokyo ERs that are on duty at night and on holidays as an option.

If you have a regular health problem and/or are taking medication, it is essential that you provide the doctor with information such as the ailment, treatment and medication you are taking. If you are unable to communicate, it would be helpful for an accompanying family member or other companion to, for example, bring in the medication or the bag that contained it, so that the doctor can better understand your condition.

Himawari (Tokyo Metropolitan Medical Institution Information Service) ⇒ P7

Hiroo Hospital: 03-3444-1181 Ext. 2406 (emergency reception desk)
Bokutoh Hospital: 03-3633-6151
Tama Medical Center: 042-323-5111
Children’s Medical Center: 042-300-5111
Patient Rights

Patient Rights of the Tokyo Metropolitan Hospitals

Under the doctrine of “patient-centered health care,” all patients have the right to receive health care with respect and dignity. In addition, as care is developed through cooperation based on mutual trust between the patient and health care providers, it is also necessary for the patient to participate as a responsible individual.

Tokyo Metropolitan Hospitals (hereinafter referred to as “Metropolitan Hospitals”), which have been entrusted with the mission to protect the lives and health of the residents of Tokyo, have drawn up this Patient Rights based on the above concept. Metropolitan Hospitals shall uphold this Patient Rights and shall support patients in their responsible participation in matters concerning their own health care.

1. All patients regardless of their medical complaint have the right to receive equal, high-quality health care.
2. All patients have the right to receive health care respectful of their personality, beliefs and other individual qualities, and under a mutually cooperative relation with the health care provider.
3. All patients have the right to receive, in comprehensible words and/or methods, sufficient explanation and information regarding their medical condition, tests, treatment and prospects until they are completely satisfied with the explanation.
4. All patients have the right to select the strategy of medical treatment, etc., to be taken after receiving sufficient explanation and information.
5. All patients have the right to request access to their personal medical records.
6. All patients have the right to have their privacy respected and undisturbed to the extent possible during time spent at the hospital, and any personal information on patients obtained during consultation and treatment shall be kept confidential.
7. For medical treatment still under research, all patients have the right to determine if they wish to undertake such treatment after receiving sufficient information on it including its goals and risks, and also have the right to refuse such treatment at any stage without impacting their access to standard care.
8. All patients have the responsibility of providing, as accurately as possible, all relevant information concerning their health to doctors and other health care providers to ensure that high-quality care is provided.
9. In order for patients to receive health care that meets their satisfaction, all patients have the responsibility of asking questions about any part of the medical treatment they do not understand until they can fully comprehend it.
10. So that all patients can receive optimum medical services, all patients have the responsibility of giving due consideration so as not to interfere with the treatment of other patients or the provision of medical care by the hospital staff.

Search for Medical Institutions in Tokyo

Himawari (Tokyo Metropolitan Medical Institution Information Service)

The Tokyo Metropolitan Government provides residents with information obtained from medical institutions in Tokyo, through the Tokyo Metropolitan Medical Institution Service, Himawari.

URL: http://www.himawari.metro.tokyo.jp/go/to13enminiit.asp
Phone: 03-5285-8181 (Daily 9 a.m. - 8 p.m.)
Languages: Chinese/English/Korean/Spanish/Thai