

Information and Notes for Medical Check-Up Appointments

人間ドック予約の案内と注意事項

1. **Contact:** Call or send email to us to make an inquiry or an appointment.

2. **Appointment:**

Contact us no later than one month prior to your preferred appointment date. Depending on the day, appointment slots might be full even two to three months before. We recommend you to contact us as soon as you have decided. However, we also welcome your last-minute contact. We will propose you the best plan at that moment.

3. **How to Make an Appointment:**

When you contact us, we ask the following information: preferred appointment date, medical check-up course; as well as, examinee's name, sex, date of birth, nationality, weight, and past medical history. If you wish to make an appointment, we will send you an invoice first. Checking the receipt of your payment, we will confirm your appointment and proceed to prepare necessary documents.

*If any of the following conditions apply, please inform us:

- you have diabetes or glaucoma
- you have a cardiac pacemaker or metallic items in your body
- you have undergone PCI (Percutaneous Coronary Intervention)

*If you have any metal in your body, you cannot undergo MRI in principle.

4. **Preparation for the Examination:**

We may take contact directly with the patient (e.g. to ask some important things about questionnaire etc.). If you have colonoscopy, please visit the hospital by the afternoon on the day before the examination to receive explanation and meals for the test.

5. **Interpreter Service on Your Appointment Day:**

For each examinee, please prepare one interpreter who is competent enough to translate medical check-up service. *Contact us if you wish to use a remote interpreting device excluding machine translations.

6. **Cancellation Fees:**

Contact us if you wish to cancel/reschedule your appointment. Cancellation fees may be charged depending on the date you contact us. The cancellation rates are as follows:

	Cancellation Rates
Up to 7 days before	0%
6-3 days before	20%
2 days before or less	100%

*We ask you to bear the wire transfer fee to refund you upon cancellation.

*Once your appointment is confirmed, the total price will not change, and we will not refund any even if you cancel some of the examinations afterwards.

7. **Notes:**

- During the endoscopy, if the physician deems it necessary, a pathologic examination biopsy will be additionally performed. The following extra costs will be charged (pathologic examination: 34,800 JPY for the first part. 23,400 JPY for the second and more will be added per part.). As per our policy, we can never leave abnormal findings or possible lesions without pathologic examinations if they are detected in the medical checkup. If you do not agree to the pathologic examination, you cannot take the medical checkup at our hospital.
- Breast Cancer Screening Option (Mammography, Ultrasound, Palpation): 11,000 JPY – Appointment needed.
- Translation fee for the report: 11,000 JPY
- International delivery (EMS) of the report is available for an additional postage charge.
- A medical check-up is designed for healthy people. For this reason, we encourage those who seek treatment for their chronic disease to visit our outpatients. *Patients under the treatment of some diseases such as neoplastic disease may be able to take PET-CT Scan as an outpatient service. Please let us know beforehand.

If you have any questions, please feel free to contact us.

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Revised on: 2020/07/07