

For First-time Visitors to Our Hospital

For your first visit, please prepare a referral letter from your primary care hospital or clinic addressed to our hospital and bring it along with your health insurance card. You can still receive treatment without a referral letter, but in addition to the medical fees, you will be charged a non-insurance treatment fee of ¥11,000 (tax included).

Important Notices

Patient Card

If you have a patient card, please bring it with you for your visit.

If your patient card is lost or damaged, a replacement can be issued upon request.

Please note that a reissue fee applies.



Registration Slip

We issue a registration slip to everyone who checks in.

We will call you for your appointment using the registration number printed on your slip. Please place your registration slip and patient card in the file next to the check-in machine and bring them to the reception desk of your department.

Handling of Insurance Cards

We accept Social Insurance, National Health Insurance, public insurance, and various subsidy programs.

Please present your insurance card and medical voucher at the billing counter or insurance verification counter on your first visit each month. Failure to verify your insurance for three consecutive months or more may result in self-pay treatment.

Please notify the reception desk if there are any changes to your insurance card, address, name, or contact information.

Regarding Various Medical Certificates and Documents

If you require a medical certificate or other official document, please request it at the Document Counter during your visit. Depending on the type, issuance may take several days. Please note that standard fees apply for each type of certificate.

Regarding Medication Pickup

Medications are generally dispensed based on outpatient prescriptions.

Please take your prescription to an insurance-covered pharmacy **within 4 days**, including the date of prescription.

※Depending on the prescription, a "Medication Exchange Voucher" may be issued. Please collect this voucher at the Pharmacy (East Ward, 1st Floor).

Regarding Student Observation of Examinations

As this hospital is also a medical training institution, students from our university may observe or participate in practical training under the supervision of a specialist, with the consent of our patients. We kindly ask for your understanding and cooperation.

Regarding Mobile Phone Use

"Please use the designated 'Mobile Phone Area' within the hospital for calls."

*PHS devices used by hospital staff are for medical purposes.



Regarding Smoking

Considering the health impacts of smoking and the enforcement of the "Health Promotion Act," our hospital grounds and facilities are entirely smoke-free. We appreciate your understanding and cooperation.

Using Escalators

Hold onto the handrail when using escalators.

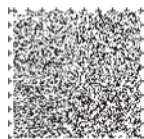
Using escalators while holding a cane or walker may cause falls. Please use elevators instead.

Please use elevators when accompanying small children or using strollers.

In-Hospital Camera Installation

Security cameras are installed throughout the hospital for safety and crime prevention purposes.

Additionally, in areas such as the ICU and HCU, camera monitoring is conducted for medical safety reasons. These measures are necessary to provide safe and secure medical care. We appreciate your understanding and cooperation.



Audio Code

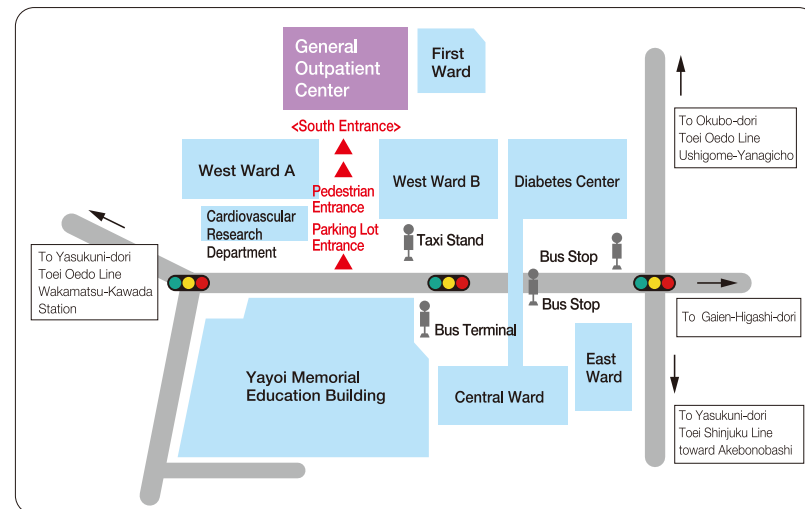
This guide booklet includes an "audio code" that allows visually impaired individuals to verify the contents by voice. The "audio code" can be read aloud using a dedicated reader.



Transportation Information



Directions to the General Outpatient Center



Nearest Transportation

Subway

<Toei Subway Oedo Line>

Get off at Wakamatsu-Kawada Station ⇒ 5 min walk from Wakamatsu Exit

Get off at Ushigome-Yanagicho Station ⇒ 8-minute walk from West Exit

<Toei Subway Shinjuku Line>

Get off at Akebonobashi Station ⇒ 12-minute walk from Exit A2

Toei Bus

- Route 宿74
Shinjuku Station West Exit ⇒ **Tokyo Women's Medical University**
- Route 宿75
Shinjuku Station West Exit ⇒ **Tokyo Women's Medical University** ← Yotsuya Station Front ← Miyakezaka
- Route 早81
Waseda Main Gate ⇒ Babashitamachi (Waseda Station) ⇒ **Tokyo Women's Medical University** ← Yotsuya 3-chome ← Sendagaya station ← Harajuku station ← East Exit of Shibuya station
- Route 高71
Takadanobaba Station ⇒ **Tokyo Women's Medical University** ← Ichigaya station ← Kudanshita

Please note

Parking spaces (paid) are limited. Please use the subway or bus.

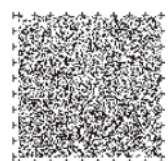


Outpatient Care Guide



Tokyo Women's Medical University Hospital

〒162-8666
8-1, Kawada-cho, Shinjuku-ku, Tokyo
Phone: +81-3-3353-8111
<https://www.twmu.ac.jp/info-twmu/>



Audio Code

Mission ~The Hospital's Purpose~
As a university hospital committed to advanced medical care and public trust, our mission is to protect lives.

We pursue the highest standards of medical safety and innovation, striving to provide optimal care for every patient.

1. Human-Centered

Returning to our founding principles of “Sincerity and Love,” we prioritize patient welfare above all, providing safe and secure medical care. Simultaneously, we emphasize nurturing talent, fostering a workplace culture where staff find fulfillment and pride in their work.

We uphold integrity toward patients, their families, our staff, and society. We never forget past mistakes and achieve strong governance and transparent operations.

Each staff member thinks, acts, and fulfills their responsibility to protect patients' lives and health. Furthermore, all staff continuously work together to improve the organization.

All staff unite across disciplines, aiming to practice the best possible healthcare together with patients and their families.

We maintain an open attitude toward new ideas and approaches. We pursue the latest medical technology and care, constantly striving to improve the quality of healthcare.

Our hospital has three missions: medical care, education, and research. We prioritize the protection of personal information above all else, ensuring patients can receive care with peace of mind. Patient personal information is strictly managed in accordance with the Personal Information Protection Act to prevent unauthorized use, loss, destruction, falsification, or leakage.

*Clinic hours begin at 9:00 AM

- Appointments are generally required for all visits to our hospital.
- First-time appointments can be made by phone or via the First-time Patient Website on our hospital homepage.
- Some departments do not require appointments for initial visits.
- To ensure smooth outpatient care, we ask that you see no more than two departments per day as a general rule.
- Walk-in visits may be possible, but please note that wait times may be longer.
- For inquiries, please contact us using the information below.

Weekdays: 9:00 AM - 4:30 PM
Saturdays (except the third Saturday): 9:00 AM - 12:30 PM

- Returning patients may use our AI-powered phone reception service.

AI-powered phone (Returning Patients Only) : TEL 050-1807-8332
For details, please check our hospital's website

- Sundays, National Holidays, Third Saturday
- Founding Anniversary: December 5 (If it falls on a Sunday, the following day)
- Year-end and New Year holidays: December 30th to January 4th

Weekdays: 8:30 AM to 4:30 PM
Saturdays (except the third Saturday): 8:30 AM to 12:00 PM

Emergency care is available 24 hours a day.

During the following hours, care is provided at the Emergency Outpatient Center (1st floor of the Central Ward):

- Weekdays (Evenings): 5:00 PM - 8:30 AM the following day
- Saturdays (except the third Saturday): 1:00 PM - 8:30 AM the following day

*Please note that patients with minor illnesses that do not require urgent care will be Please note that for non-emergency visits deemed minor, an additional 'Out-of-Hours Medical Care Fee' of ¥11,000 (tax included) will be charged separately from the medical fees.

Escalators Elevator Women's restroom Women's restroom (Footing board) Men's restroom Wheelchair-accessible restroom

Vending Machine (Drinks) Pay phones Mobile Phone Nursing room Coin-operated lockers Information desk

Directions to Areas Other Than the General Outpatient Center

1F Rehabilitation Department
2F Dialysis Room • Hyperthermia Room
3F Outpatient Chemotherapy Room
Chemotherapy •
Palliative Care Room

1F Emergency Outpatient Center
CT/MRI Examination Room

1F Dispensing Room/Emergency and Critical Care Center (ICU)

1F Neuropsychiatric Outpatient Clinic

Provides medical consultations including nutrition and dietary counseling, home medical care consultation, medical social work consultation, and clinical trial consultation.

Medical mediators serve as a bridge between patients and healthcare providers, addressing patient opinions and requests.

We coordinate within the hospital for referrals from other medical institutions.
We also handle referrals from our hospital to other institutions and provide support for discharge or transfer.

For patients under the care of a primary physician outside our hospital, we provide our hospital's opinion and judgment regarding diagnosis and treatment methods.



Coffee Shop
Restaurant