



## Guide to Accessing Iwakuni Clinical Center (ICC) for Civilians

ICC is the only hospital provider for emergency care (trauma center) in Iwakuni  
Encourage you to go to local clinic/practice if it is not emergency nor referred.

You will be charged a fee for Treatment of Patients' Choice\* without referral from other clinic.

1. Civilian employees that are going to ICC should have own interpreter to accompany them.  
If it is an emergency, you may go without a translator.
2. Make sure that you arrive at least 15 minutes prior for the check-in if you have an appointment.
  - a. If you are referred from other clinic - go to the window # 1 or #2 to check-in.
  - b. If you are a walk-in patient (including Emergency) - go to the window #4 to check-in.
  - c. If it is after hour Emergency - go to the "After Hour Entrance" located right side of the restaurant.
3. Bring in your parking ticket to validate when you are done with your visit.
4. The translator will take you to your doctor's waiting area. Ask your translator to request a patient card to expedite check-in for future visits (you will be able to check-in at the kiosk by the information desk).
5. Wait until called.
6. At the completion of your visit, your translator will take you to the window #7 or #8 for processing.
7. When your reception number is displayed on monitor, go to the window #9 or #10 for payment. You can pay in yen or credit card. In rare instances, if you are unable to pay the total bill, your translator can negotiate a payment arrangement.
  - a. Expect to complete additional paperwork and confirm payment plan before leaving.

- b. You are strongly encouraged to pay as much as possible before exiting the hospital.
  - c. If you are new to installation and it is feasible to contact HR (i.e. during business hours and will not further complicate the emergency situation), please do so as we may be able to notify the hospital in advance.
8. You will receive a prescription at Window #10 if doctor issued.
9. You may request a copy of your progress report/doctor's note at Window #3.
- a. Simple doctor's note, medical certificate (診断書shin dan syo) costs 2,160 yen.
  - b. If you were hospitalized for more than a few weeks, Aetna required you to submit a detail progress report (保険会社診断書の様式無し Hoken gaisha shin dan sho - Yooshiki nashi). It costs 5,400 yen.
  - c. If you have something like an MRI you can request images on a disc.
10. You can validate your parking ticket at the information desk. If you do have a patient card, you could use parking validate machine (Japanese only) at the front door in front of the information desk.
11. You may file your claim at [aetnainternational.com](http://aetnainternational.com)  
Please set up your account profile on Aetna International in advance.

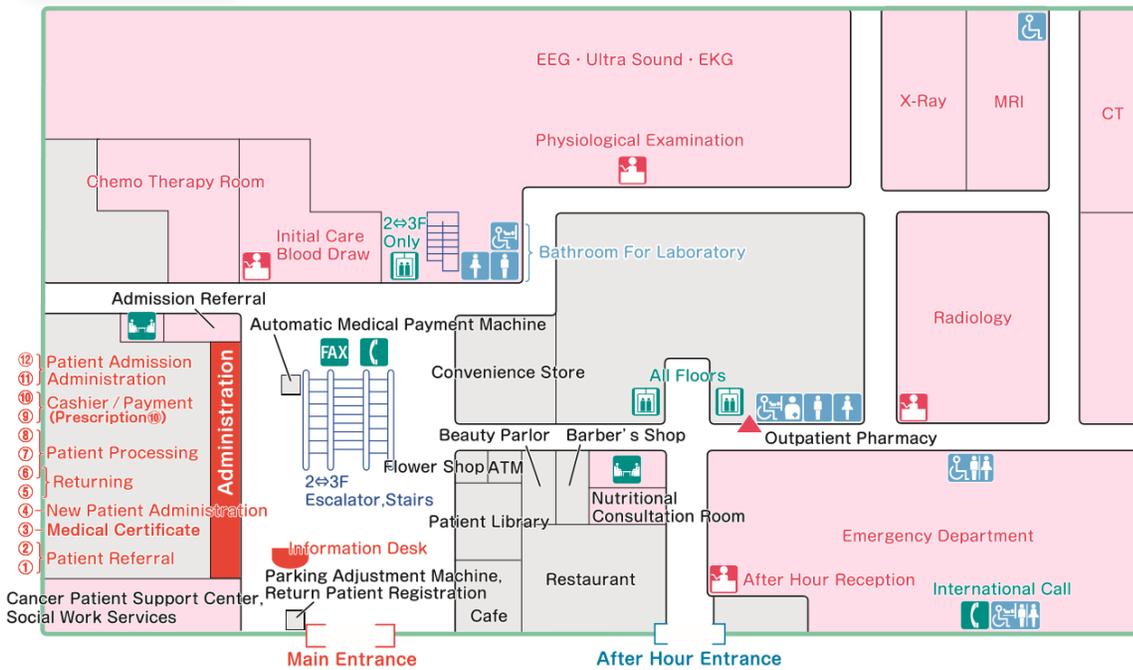
\* "Treatment of Patients' Choice" - To coordinate the allocation of functions and activities among medical institutions, the Japanese Ministry of Health, Labor and Welfare has instituted a system under which a patient is required to pay a "fee for treatment of patients' choice" fixed by each institution, in addition to the fee for the first visit, if the patient is visiting a hospital with 200 or more beds without being referred by another authorized insurance medical institution.

If you undergo specific health care that is publicly funded or if you are taken to the hospital by ambulance, you are not required to pay this fee.

**ICC Floor map: The entrances are located on the 2<sup>nd</sup> floor**

# 2nd Floor

Main Entrance / Information Desk / Physiological Examination / Initial Care Blood Draw / Chemo Therapy Room / Radiology /  
 Emergency Department / Cancer Patient Support Center, Social Work Services / Nutritional Consultation Room /  
 Convenience Store / ATM / Cafe / Restaurant / Barber's Shop / Beauty Parlor / Flower Shop / Patient Library



- Outpatient Department Consultation Room
- Reception Desk
- Medical Consultation Room
- Outpatient Prescription Referral
- Telephone
- Elevator
- Men's Restroom
- Women's Restroom
- Accessible Facility
- Accessible Facility (Nursery)
- Ostomate