



## **Guide to Accessing Local Clinics/Practices for Civilians**

### **<<Understanding host nation medical service system>>**

- There are hospitals (e.g. Iwakuni Clinical Center - ICC) and clinics/practices for different purposes. For non-emergency cases, local clinics/practices should be the first place to be seen. This keeps hospitals available for specialized treatments, in-patient treatments and emergency cases.
- Most clinics/practices take walk-ins only (See detail in Healthcare Providers List). You can show up and write down your name in sign-in sheet at reception or some clinics issue a waiting number first come, first served basis. In this case, they may open door even before their business hours. Most clinics/practices close their reception 30 minutes before their official closing time.
- Usually there is a prescription pharmacy nearby or next to clinic but, you can go to any location. The prescription can be submitted by either the patient or his/her representative. **Prescription will be valid from date of issue up to 4 days (including weekend and holidays)**. For example: If your doctor issues a prescription on Aug 12 (Fri), it is good until Aug 15 (Mon).
- For the first time at pharmacy, you may ask them to issue you a “お薬手帳” (Okusuri-techou) which is a little notebook that keeps record of all your medication information. When you go to see a doctor or pharmacy, bring it with you. They can check drug interactions and your history with this notebook.

### **<<Visiting Local Clinics/Practices>>**

1. Identify provider and services you need.
2. Retain a translator. Some offices/providers speak English and/or have some translators on call.
3. Make an appointment. If you work for MCCS, you can request HR to schedule an appointment if needed. HR contact information is 253-3532 or [IwakuniNAFHR@usmc-mccs.org](mailto:IwakuniNAFHR@usmc-mccs.org).
4. At clinic/practices, they will ask you to fill out questionnaire sheet (mostly in Japanese) and hand you a thermometer to take your temperature. MCCS Iwakuni employees can access bilingual questionnaire sheets on the MCCS SharePoint site (Human Resources section) that you can print out.
5. At the completion of your visit, you will have to pay full amount. You can pay in Yen. Very few providers accept credit cards.
6. Submit your claim with itemized bill to [aetnainternational.com](http://aetnainternational.com)