

Inpatient Guide

Please read this guide together with your family before admission.



Social Medical Corporation Kyowakai

Kano General Hospital

HEARTFULL Group

DPC-designated Hospital



Accredited by the Japan Council
for Quality Health Care

Condensed English Edition

Hospital Philosophy

Patient-centered care rooted in the community.

Guided by “Heartful Communication,” we aim to provide comprehensive health, medical, and welfare services ranging from emergency care to long-term care. Every staff member acts responsibly to support this mission.

Patients’ Rights

- You are entitled to receive the best possible care at our hospital.
- You may receive clear and sufficient explanations about your diagnosis, treatment, and prognosis.
- Before tests or treatment begin, you may receive adequate explanations and then consent or refuse.
- You have the right to refuse treatment and to be informed of the medical consequences of refusal.
- Your medical privacy will be protected.

Requests to Patients

- Provide accurate information about your current health condition and past treatment.
- Please undergo tests and treatment after you understand them.
- Tell us promptly if your symptoms change or you notice any abnormality.
- Follow instructions from hospital staff.
- Please keep the hospital quiet and be considerate of others.
- Provide accurate insurance information and pay charges promptly.

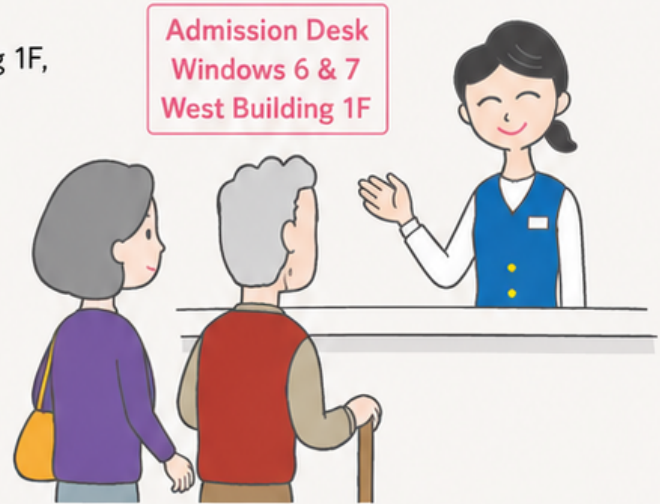
Understanding the Role of Acute Care

As an acute care hospital, we must keep beds available for severely ill or unstable patients. Once your condition becomes stable, we may ask you to be discharged or transferred as early as possible so that your recovery can continue at home or at another medical facility.

Before Admission

1. Admission Procedures

- If you are scheduled for admission, please come to the Admission Desk (Windows 6 and 7), West Building 1F, at the designated time on the day of admission.
- If you cannot come on the specified date or need to cancel admission, please contact the department you visited as early as possible.
- If you are admitted on an emergency basis, please complete the admission procedures by the next business day.
- For night reception, please come to the Emergency Center desk on East Building 1F.



Admission Desk Hours

Mon–Fri	9:00–19:30
Sat / Sun / Holidays	9:00–18:00

Main Entrance Hours

Mon–Fri	7:30–21:00
Sat	7:30–18:00
Sun / Holidays	8:30–18:00

Ward / Floor Guide



East Building (Old Building)

6F	Health Management Center (medical checkups)
3F	Ward 2 (53 beds), medical long-term care beds
2F	Ward 1 (25 beds), general beds, dialysis unit, outpatient clinics, regional medical liaison office, family room
1F	Rehab Center, Speech Therapy, Emergency Center, Day Care Center, Night Reception
B1	Rehab Center / Speech Therapy



West Building (New Building)

8F	Ward 8 (39 beds), general beds
7F	Ward 7 (38 beds), general beds, SCU
6F	Ward 6 (39 beds), general beds
5F	Ward 5 (48 beds), convalescent rehabilitation
4F	Ward 3 (48 beds), convalescent rehabilitation
3F	Laboratory, echocardiography, ECG, pharmacy
2F	HCU (10 beds), operating rooms, central sterile supply, endoscopy
1F	Information, General Reception, Admissions, outpatient clinics, CT, MRI, kitchen

Documents and Items to Prepare

1 Required Documents at Admission

- ☐ Patient ID card
- ☐ Admission Pledge and Preferred Billing Address Application
- ☐ Referral letter from another medical institution (if applicable)
- ☐ Consent form for additional room charges (private / special room users only)
- ☐ Health insurance card, Late-Stage Elderly Medical Care card, medical certificates, and other applicable coverage documents
- ☐ Personal seal (inkan)
- ☐ Discharge certificate, if you were hospitalized within the last 3 months
- ☐ Admission deposit: JPY 70,000
(except for public assistance recipients and certain special cases)
- ☐ Reservation slip for tests, if applicable



- If your insurance information changes after admission, please bring the updated documents to the Admission Desk on West Building 1F.
- Please also present your insurance card at the beginning of each month.
- If you are covered by public assistance, traffic accident insurance, or workers' compensation, please inform the Admission Desk on West Building 1F.

2 What to Bring

- ☐ Current medications, including inhalers, eye drops, ointments, patches, and supplements
- ☐ Medication information sheet / medication notebook / medication bags
- ☐ Toiletries: comb, brush, shampoo, conditioner, washbasin, toothbrush, toothpaste, soap, razor
- ☐ Tissues
- ☐ Non-slip footwear or exercise shoes
- ☐ Pajamas
- ☐ Underwear (3–5 sets, front-opening is convenient)
- ☐ Cardigan or light outerwear
- ☐ Towels (about 3 bath towels and 3–5 face towels)
- ☐ Pen
- ☐ Laundry bags
- ☐ Nail clippers
- ☐ Earphones (required when using a TV or radio)
- ☐ Denture case and denture cleanser
- ☐ Two plastic cups
- ☐ Water bottle or thermos (non-breakable; electric kettle not allowed)



- Chopsticks and spoons are provided by the hospital.
- An inpatient support set is also available.
- Required items may vary depending on your condition and ward.

During Your Stay

1. Wake-up and Lights-out

Wake-up	6:00
Lights-out	21:00

Please help us keep the ward quiet after lights-out.

2. Bedding

The hospital provides bedding. Please do not bring your own bedding. Bed sheets are changed once a week and whenever soiled.

3. Attendants

As a rule, an attendant is not required. However, if a physician determines that bedside assistance is necessary, a family member may be asked to stay.

4. Meals

Breakfast	8:00	Lunch	12:00	Dinner	18:00
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A registered dietitian prepares appropriate therapeutic meals according to each patient's condition. Self-cooking, outside food brought in, and food delivery services are not permitted. If you have dietary needs or concerns, please speak with your physician or nurse.

Depending on your treatment or tests, meals may be restricted or delayed.

After meals, please return dishes to the designated place.

Tea dispensers are available in the day rooms on all wards except Ward 2.

5. Safety Box

Please take large amounts of cash and valuables home whenever possible.

If you must keep valuables with you, use the safety box located in the bedside storage drawer. Please keep it locked and manage the key yourself.

The hospital cannot assume responsibility for theft, loss, or damage.

6. Going Out / Overnight Leave

Permission from your attending physician and a written notification are required for going out or staying overnight away from the hospital.

Ask your nurse for the form and submit it to the staff station on your ward.

Please inform the nurse when leaving and when returning.

As a guideline, please return to the hospital by around 19:00.

When going out or staying overnight away from the hospital, please change into your own clothes.



Devices and Phones



1 TV, Refrigerator, and TV Cards

A TV and refrigerator are installed at each bedside. To use them, please purchase a TV card. The refrigerator is also operated by the TV card.

! If you would like a receipt for a TV card purchase, please ask the staff station before purchase. Receipts cannot be issued afterward.

2 Refund of Remaining TV Card Balance

Please bring your TV card to Accounting Counter No. 4 on the 1st floor for balance confirmation. After the balance is confirmed, settle the refund at the lobby payment machine. TV cards that have not been confirmed at the accounting counter cannot be refunded.

3 Laundry

Please bring your own detergent. In principle, laundry should be taken home whenever possible. If that is difficult, please use the hospital machines.

Washing machines and dryers are installed on Wards 1, 3, 5, 6, 7, and 8.

4 TV Cards and Earphones



TV card: JPY 1,000 each



Earphones: JPY 300 each

- TV cards and earphones are sold in the day rooms on all wards.
- When using a TV in a shared room, please use earphones so as not to disturb other patients.

5 Other Electrical Devices

The use of electrical appliances other than those provided by the hospital is prohibited. If one is absolutely necessary, please consult the staff station. Even with approval, devices such as refrigerators, televisions, or any items that make mechanical, electronic, or touch sounds, disturb other patients, or interfere with nursing care are not permitted. Unapproved devices may be prohibited or removed.

6 Phones and Mobile Devices

- Set your phone to silent mode while in the hospital.
- Do not talk on the phone while walking.
- Be considerate of other patients.
- Please refrain from use after lights-out.
- Transfer of outside calls to patients is generally not available except in emergencies.
- Public telephones are available in day rooms on each floor except East Building 2F Ward 1.



Voice calls allowed:
day rooms, around public telephones, and private rooms (7:00–21:00).



Calls prohibited; web browsing and e-mail allowed:
multi-bed rooms and waiting areas. Keep at least 1 meter away from medical equipment.



Power off:
operating rooms, endoscopy rooms, examination rooms, X-ray rooms, HCU, SCU, and consultation rooms.

Medical Safety



To provide safe and reliable care, our hospital follows a basic policy for medical safety management. We ask for the understanding and cooperation of patients and their families.

1 Name Band

- To help prevent patient misidentification during examinations and treatment, please wear your name band.
- Please check the name and date of birth printed on the band.
- The band will be attached to your wrist or ankle. Please keep it on until discharge; a nurse will remove it at that time.
- Before surgery, examinations, medication administration, or blood transfusion, staff will confirm your name band.
- The band is made of a soft latex-free material. If you notice itching, redness, or any irritation, please inform staff.



2 Please State Your Name

- In addition to checking your name band, staff will ask you to state your family and given names before surgery, examinations, medication administration, blood transfusion, and other care. This helps prevent mistakes.



3 Please Tell Us About Yourself

- Have you ever developed a rash or other reaction to medications or foods?
- Has your skin ever become red or itchy with alcohol disinfection?
- Has a parent or sibling ever become unwell after receiving contrast media?
- Please tell us about any illnesses or injuries you have had in the past.



4 For Safe IV Infusion

- Do not pull on the IV tubing or place it under your body.
- Do not touch the IV tubing, infusion pump, or other equipment.
- If the needle site becomes painful, or if you feel unwell or notice anything unusual during infusion, press the nurse call button immediately.



5 Fall Prevention

- Do not overestimate your strength after surgery or bed rest.
- Use the nurse call button without hesitation.
- Do not lean on the IV pole or over-bed table.
- Use wheelchair brakes and raise the footrests before getting in or out.
- Keep both bed rails in place unless staff instruct otherwise.
- Wear non-slip shoes rather than slippers or sandals.
- Keep the area around your bed tidy.
- Some medications, such as sleeping pills or drugs for blood pressure or diabetes, may cause dizziness.



If you have questions, concerns, or opinions regarding medical safety, please speak to the Information Desk on West Building 1F or the head nurse of your ward. You will not be disadvantaged for consulting us.



Important Rules and Visits

1. Important Rules During Hospitalization

- Please keep your room quiet and clean and be considerate of other patients.
- If hospital facilities or equipment are damaged or lost, you may be asked to reimburse the cost.
- Depending on your condition, we may ask you to move rooms, wards, or beds.
- Requests for a particular bed location, such as by the window, may not be accommodated.
- Please use the hand sanitizer provided at the entrance to each room to help prevent infection.
- The hospital declines gifts or gratuities for staff.
- Trash is collected once a day. If you do not want staff to enter while you are away, please let us know.

2. Smoking and Alcohol

Smoking is prohibited throughout the hospital, including the area around the main entrance.

Alcohol consumption and bringing alcoholic beverages into the hospital are prohibited, including non-alcoholic beverages.

3. Disaster Preparedness

1. If an earthquake, fire, or other disaster occurs, remain calm and follow staff instructions.
2. Do not use elevators during a disaster. Use the stairs to evacuate.
3. Follow emergency exit signs and evacuate quickly to a safe place.
4. Please check the evacuation route map posted at the entrance to your room so that you know the locations of emergency exits and stairways.

4. Receiving Care at Other Medical Institutions

In principle, while you are hospitalized here, you may not receive insured medical care, prescriptions, or tests at another medical institution. If you have a scheduled appointment elsewhere or if you run out of medicines prescribed by another institution, please inform your attending physician or nurse.

5. Consultation Service

Illness or injury may lead to concerns about medical expenses, living costs, long-term care insurance, welfare systems, arranging a wheelchair or nursing bed, home-help services, or your life after discharge. If you would like a consultation, please speak with your attending physician, the nurse on your ward, or the Information Desk on West Building 1F. Confidentiality will be respected.

● Consultation Hours

Mon–Fri	9:00–16:30
Sat	9:00–12:30

Closed on national holidays.

6. Visits

- Please fill in a visitor form at the designated reception desk and receive a visitor pass. Wear the pass so it is visible.
- Give the visitor form to the nurse at the staff station.
- Please refrain from large groups and from bringing small children.
- Eating and drinking in patient rooms, loud conversation, and overnight stays by visitors are not permitted.
- Flowers are not allowed because they may cause infection or allergies.
- Visits may be restricted depending on the patient's condition, clinical schedule, or infection risk.

General wards (Wards 1–8)	Mon–Fri	Sat	Sun/Holidays
	14:00–20:00	14:00–20:00	10:00–18:00
HCU	14:00–15:00 and 19:00–20:00		
SCU (Room 722)	14:30–16:00 and 19:00–20:00		

! Please ask at General Reception (West Building 1F) or Night Reception (East Building 1F) depending on the time.



For HCU and SCU, visits are limited to family members or guardians. Children of elementary school age or younger may not visit. In HCU, up to 3 visitors may enter at one time.

Hospital Charges and Rooms

1 Monthly Billing

- Hospital charges are closed at the end of each month, and an invoice is delivered to your room around the 15th of the following month.
- If you are absent, the invoice will be left in the bedside storage drawer.
- Please make payment within 10 days after receiving the invoice at Accounting Counters 4 and 5 on West Building 1F.

If you prefer the invoice to be sent somewhere other than the patient's room, please submit the Preferred Billing Address Application to Accounting Counters 4 and 5 on West Building 1F. Mail delivery, bank transfer, and registered cash mail are also available.

2 Payment at Discharge

- As soon as the hospital charges are finalized, an invoice will be delivered to the patient's room.
- Please pay at Accounting Counters 4 and 5 on West Building 1F.
- If you have a deposit receipt, please present it together with the invoice.
- Please leave the hospital only after receiving discharge instructions from your attending physician or nurse.
- If you will be discharged on a Sunday or national holiday, the invoice will be delivered on a weekday before discharge. Please complete payment before discharge during the payment hours below.

Mon–Fri	9:00–19:30
Sat	9:00–12:30

3 Private / Special Rooms

- Private room charges are separate from regular hospitalization charges.
- Because our hospital is an emergency-designated hospital, some rooms must remain available for emergency admissions. Depending on your condition, you may be asked to move to another room or transfer to another facility.
- Room charges are calculated by calendar day (00:00–24:00). Even a stay of only several hours counts as one day. Admission on one day and discharge on the next day counts as **two** days.
- Private rooms are not reserved in advance. Your request is taken at the time of application for admission, and the final room assignment is decided on the day before admission.

Special Room A	JPY 50,000/day + tax	1 room
Special Room B	JPY 35,000/day + tax	2 rooms
Private Room A	JPY 16,000/day + tax	31 rooms
Private Room B	JPY 7,000/day + tax	2 rooms

Special Rooms A/B:

TV, refrigerator, microwave, washbasin, toilet, unit bath, kitchen, closet, reception set.

Private Room A:

TV, refrigerator, washbasin, toilet, shower.

Private Room B:

TV, refrigerator, washbasin.

Special Room A (Example)



Spacious room with a sofa area, private bath, and kitchen for a comfortable stay.

Four-Bed Room (Example)



Shared room for up to four patients. Curtains provide privacy for each bed.

Private Room A (Example)



Private room with TV, refrigerator, washbasin, toilet, and shower.

Access, Contact, and Related Facilities

We are committed to providing safe, secure, and high-quality care.
Please feel free to contact us if you have any questions or concerns.



Kano General Hospital

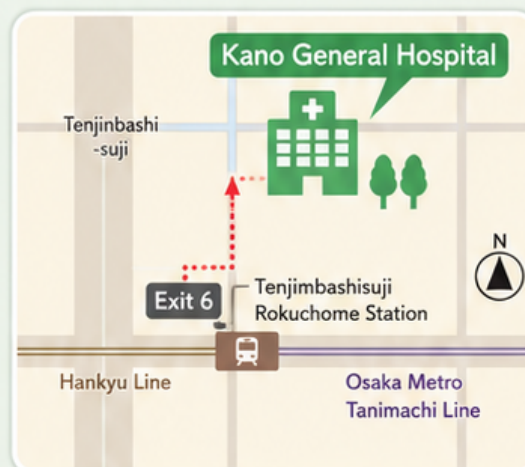
7-5-15 Tenjinbashi, Kita-ku,
Osaka 531-0041, Japan

TEL: 06-6351-5381

FAX: 06-6351-2667

URL: www.heartfull.or.jp

E-mail: kano-hp@heartfull.or.jp



By Public Transport

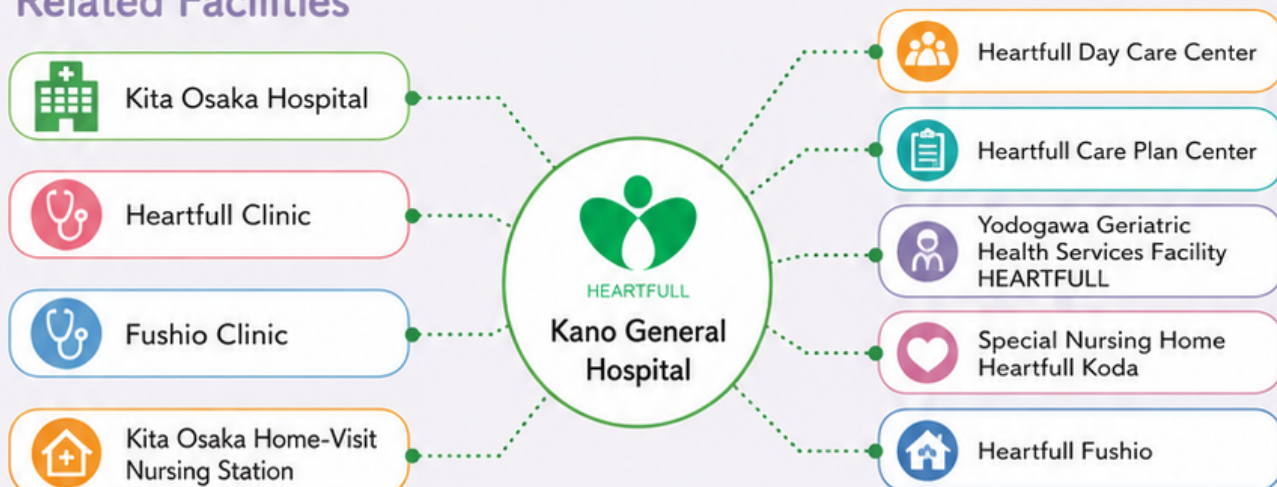
1 minute on foot north from Exit 6 of
Tenjimbashisuji Rokuchome Station (Osaka Metro / Hankyu).



By Car

- Please use the hospital multi-story parking facility. The parking facility is for outpatients and visitors; hospitalized patients are asked not to use it.
- Hours: Mon–Sat 9:00–16:00 (until 13:00 on Saturdays). Closed on Sundays and national holidays.
- Capacity: 32 vehicles.
- Vehicle size limit: overall length 5,015 mm or less; overall width 2,050 mm or less; tire width 1,860 mm or less; height 1,550 mm or less; minimum ground clearance 110 mm or more.

Related Facilities



Revised November 1, 2017

Thank you for your cooperation.