Emergency Medical Support System for Foreign Residents and Tourists

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Number of foreign visitors to Sapporo

<table>
<thead>
<tr>
<th>Year</th>
<th>Visitors (m)</th>
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<tbody>
<tr>
<td>2012</td>
<td>0.68</td>
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<tr>
<td>2013</td>
<td>1.05</td>
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<tr>
<td>2014</td>
<td>1.42</td>
</tr>
<tr>
<td>2015</td>
<td>1.92</td>
</tr>
<tr>
<td>2016</td>
<td>2.09</td>
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Number of foreign residents in Sapporo

- 2014: 9,426
- 2015: 9,729
- 2016: 10,314
- 2017: 11,321
I don’t know how to call an ambulance.

I don’t understand their explanation.

I don’t know which hospital to go to.

I can’t describe my symptoms.
Information on the website of “City of Sapporo”

In an Emergency

What to do when ballistic missiles fall

When emergency alerts are issued with the launch of a ballistic missile such as “please evacuate to a sturdy building or below ground,” please keep in mind the following actions:

[When you are outdoors]
If there are no sturdy buildings or underground areas nearby, take cover behind anything that might offer protection or lie face-down on the ground to protect your head.

[When you are indoors]
Go to a room or corridor without windows or move as far away from windows as possible.
*If you are in a wooden house and there are sturdy buildings or underground spaces nearby that you can evacuate to right away, please go there directly.

[When driving a car]
Stop your car when it is safe to do so and evacuate to a sturdy building or underground area. If there are no sturdy buildings or below-ground areas within your vicinity, get out of your car and take cover behind anything that might offer protection or lie face-down on the ground to protect your head.
*When getting out of your car is dangerous, such as when driving on a highway, stop your car when it is safe to do so and crouch down in your car.

- Regarding Types of Emergency Alerts
- How to check emergency alerts in foreign languages
- Related Sites

“Living in Sapporo” Handbook

View the “Living in Sapporo” Handbook here (Bilingual, 2016 version)
Information on the website of “City of Sapporo”

Emergency number 119

Provides information such as how to call an ambulance in English, Chinese, Korean, Russian
Emergency Medical Consultation Center Sapporo

• Telephone consultation for sudden illness or injury
• Nurses perform emergency medical consultation.
• Available 24 hours a day, 365 days a year.
• There were 52,005 consultation cases in 2017.
Foreign language response at Emergency Medical Consultation Center Sapporo

Tripartite Call

Foreign Resident or Guest

Interpreter

Consultation Center Nurse

English, Chinese, Korean, Thai, Malay, and Russian
Foreign language response at Emergency Medical Consultation Center Sapporo

- The information has been disseminated among hotels and other tourist related entities in Sapporo.
- There were 51 consultations from Oct. 2016 to Sept. 2017.

90% conducted in English & Chinese
Hospitals or clinics that the center guides you to may not provide bilingual staff at all times.

The center will not explain your symptoms directly to the hospitals or clinics.

The center will not make an appointment for you to see a doctor.

Check with the medical institution yourself beforehand that they can handle your case.
In case of “life-threatening” illness or injury

I don’t know how to call an ambulance.

I don’t know which hospital to go to.

I can’t describe my symptoms.

I don’t understand their explanation.
When you need an ambulance, call 119.

When you cause or see a fire, call 119.
Emergency Procedure of 119

Answer the operator’s questions.
1. Fire or ambulance?
2. Where should it go?
Foreign language response when you call 119

Fire Bureau Staff respond by themselves

or

Tripartite Call

Foreign Resident or Guest

Interpreter

English, Chinese, Korean, Thai, Malay, and Russian

Fire Bureau Staff
Foreign nationals who were clearly identified by their non-Japanese names.
Of the 79,383 victims transported in the year 2016, about 0.5% were foreign.
Multilingual voice translation application for emergency (Voice-Tra)

- When an ambulance picks you up, the paramedics can use a multilingual voice translation application.

- 15 foreign languages are available.
  - English, Chinese, Korean, Spanish, French, Thai, Indonesian, Vietnamese, Myanmar, Taiwanese Chinese, Malay, Russian, German, Nepali, Brazilian Portuguese

Images of emergency voice translation usage in an ambulance
When you touch the screen to choose the language you speak, the paramedics can ask you questions using the voice translation application.

Frequently asked questions (FAQs) for ambulance use have already been recorded in the system.

- You can listen and read the questions on the screen.
- You can answer “yes” or “no”.

Multilingual voice translation application for emergency (Voice-Tra)
You can also speak to the Voice-Tra, and it translates what you say into Japanese.

The paramedics can speak to the Voice-Tra, and it will translate what they say into your language.

You can listen and read the translation on the screen.
Sapporo Higashi Tokushukanai Hospital (phone number 011-722-1110)

- “International Medical Support Office” with staff who can respond in 7 languages.

- Accepts foreign patients for emergency not only in the daytime, but also at night, weekends, and on public holidays.

- Widely known to city accommodations and travel agencies.

- The office also uses visual translation applications.
The Tokushukai Group is the largest private health care group in Japan.

### Reception Time

<table>
<thead>
<tr>
<th>Days</th>
<th>Time</th>
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<tbody>
<tr>
<td>Monday-Friday</td>
<td>7:00-11:30, 16:00-19:00</td>
</tr>
<tr>
<td>Saturday</td>
<td>7:00-11:30</td>
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</table>

Emergency: Weekday nights, Weekends, Holidays available

- 7 languages

#### Medical Departments
- Outpatient care
- Guidance Hospitalization
- Medical treatment facilities
- Departments of other health care practitioners
- General Medical Checkup
Sapporo Higashi Tokushukai Hospital and Sapporo Night-time Emergency Medical Center use the application to assist foreign patients.
Visual Translation Applications
② “dokodemo tsuyaku”

Sapporo Higashi Tokushukai Hospital uses the application to assist foreign patients.
Useful Websites

■ Japan National Tourism Organization:
  English, Chinese, Korean
  http://www.jnto.go.jp/emergency/eng/mi_guide.html

■ Hokkaido Medical Care English Information System
  http://www.qq.pref.hokkaido.jp/qq/qq01fnlgsp.asp
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I can’t describe my symptoms.

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I don’t know how to call an ambulance.
Call 119!!

- When you need an ambulance, call 119.
- When you cause a fire, call 119.
Emergency Medical Support System for Foreign Residents and Tourists
Thank you for your attention.