

Instructions for International Patients

We request that all overseas patients wishing to receive medical examinations and/or treatment at Hokkaido University Hospital (HUH) use services offered by an international medical coordinating company to ensure patient safety during the examinations and treatment by helping bridge language and cultural divides and providing medical and other necessary information. The company also helps facilitate necessary procedures, including those involved in travel to Japan.

We have established a business partnership with Emergency Assistance Japan Co., Ltd. (EAJ), an international medical coordinating company and medical-stay visa guarantor certified by the Ministry of Foreign Affairs and the Ministry of the Economy, Trade and Industry.

Overseas patients wishing to receive medical services at HUH are advised to contact EAJ, which offers a variety of support, including medical-stay visa procurement support, medical bill payment guarantor services, visa guarantor services, interpreter arrangement and 24-hour call center services. (Fees are at your own expense.)

What is Emergency Assistance Japan Co., Ltd. (EAJ)?

A member of Medical Excellence JAPAN (MEJ), EAJ provides the following medical coordination services primarily to international patients wishing to receive medical treatment in Japan. (For more information, visit the EAJ website.)

Support for patients visiting Japan:

- Medical-stay visa procurement support, consultations for selecting medical institutions, medical bill payment guarantor services, visa guarantor services, airline ticket arrangement, airport pick-up services, transportation and accommodation arrangement, translation of medical information, interpreter arrangement, 24-hour call center service (English / Chinese / Russian) and other services

Emergency Assistance Japan Co., Ltd. (EAJ)
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Website: <https://maj.emergency.co.jp/>

Note: HUH accepts overseas patients only through EAJ. This means that even if you decide to use another international medical coordinating company, HUH will liaise with EAJ to accept you based on discussions between EAJ and that coordinating company.

What is an international medical coordinating company?

- It is certified as a medical-stay visa guarantor (Japan Tourism Agency, Ministry of the Economy, Trade and Industry)
- It can pay medical bills on the patient's behalf and be held jointly and severally liable with the patient to the medical institution.
- It has a multilingual 24-hour call center and offers telephone interpretation services for the patient and the medical institution.
- It has registered medical interpreters and translators.

Hokkaido University Hospital