

Main Contact Points for International Visitors who Become Ill or Injured in Japan

I want to discuss options
for medical treatment

I want to visit a
medical institution

(A) Medical inquiry consultation service

(1) Prefectural consultation service for international visitors

You can find contact information, opening hours, and available languages for each prefectural consultation services for international visitors at the following website.
Please search for the prefecture where you are staying and contact them for a consultation.

https://www.mhlw.go.jp/stf/newpage_33178.html



(2) Ministry of Health, Labour and Welfare COVID-19 consultation service

(Please contact this call center outside of the hours listed at (1) above.)

[Phone number] 0120-565-653

[Opening hours • Supported languages] Every day including weekends and holidays

➢ English • Chinese • Korean • Portuguese • Spanish: 9:00-21:00

➢ Thai : 9:00~18:00

➢ Vietnamese : 10:00~19:00

(B) Medical institution search

Please visit an appropriate medical institution for treating your suspected illness, injury, and/or symptoms.

You can search for medical institutions that accept international travelers at the following website.

https://www.jinto.go.jp/emergency/eng/mi_guide.html



*Phone number for non-medical inquiries: 050-3816-2787 <Available 24 hours a day, 365 days a year (Japanese, English, Chinese, Korean) >