

③ Let's Use Emergency Medical Services Effectively

Inquiries: Health, Hygiene & Medical Care Division ☎054-221-1332



For the peace of mind of our residents, the City of Shizuoka has medical facilities in place in case of sudden illnesses or injury, corresponding to the level of severity. Please make use of these facilities if you're suddenly struck by illness or injury on a holiday or during the night.

Q: How do I find doctors or hospitals on duty for the day?

A: Use one of the following 3 methods

1. Shizuoka Prefectural Emergency Medical Service Information Center ☎0800-222-1199
(24-hour automated response)
2. The "Medical Net Shizuoka" website (<https://www.qq.pref.shizuoka.jp/qq22/qqport/kenmintop/>)
3. Certain morning newspapers

Q: What about sudden illness in children?

A: Shizuoka Children's Emergency Consultation Line

☎#8000 or 054-247-9910 (Consultations available 24/7)

Nurses and pediatricians will give you advice over the phone. Please call before using emergency medical services.

*Consultation times are subject to change. Please see the Shizuoka Prefecture Website.

City Sudden Illness Center (Yunoki, Aoi-ku ☎054-261-111)

Facility providing emergency treatment to those struck by sudden illness at night.

Hours: 19:00-22:00 (all year round)

Fields: Internal medicine, pediatrics, surgery

Emergency Dental Center (Joto-cho, Aoi-ku ☎054-249-1199)

Facility dealing with mouth-related trouble during holidays

Treatment Days: Sundays, public holidays, and the year-end/new-year holiday period

Hours: 9:00-15:30

*Please bring your health insurance card, various medical treatment recipient certificates, and either the medicine you are currently taking or your medicine handbook when visiting a medical institution or facility.

If you're not sure whether to get emergency treatment, use the Shizuoka City Emergency Treatment Guide (https://www.city.shizuoka.lg.jp/949_000009.html).

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9 September is Emergency Response Day: Please Use Ambulances Appropriately

Inquiries: Ambulance Division ☎ 054-280-0199



In 2022 the city dispatched a record-breaking 37,450 ambulances. On average, that's 102 times a day, or roughly once every 14 minutes. Last year about half of the people carried by ambulances had mild symptoms that did not require hospitalization. Requests from people who are not in emergency situations are thought to be one of the cause of the recent increase in ambulances being sent out. Ambulances and emergency medical services are limited commodities. Please use ambulances appropriately so that they can get to the people that need them, when they need them, as quickly as possible.



Translated by:

International and Intercultural Affairs Division
City of Shizuoka