

2. 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 are suddenly struck by illness or injury on a holiday or during the night.

Doctors or Hospitals on Duty Use one of the following three methods: 1. The Medical Information Net Website www.iryuu.teikyouseido.mhlw.go.jp/znk-web/juminkanja/S2310/initialize?pref=22 2. The Medical Information Net Call Center ☎ 0570-000-692 (24-hour automated response, fees apply) 3. Certain morning newspapers	Shizuoka Children's Emergency Consultation Line ☎ #8000 or 054-247-9910 (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.
Shizuoka City Sudden Illness Center ☎ 054-261-1111 Facility providing emergency treatment to those struck by sudden illness at night. Hours: 19:00-22:00 (all year round) Fields of Medicine: Internal medicine, pediatrics, surgery	Emergency Dental Center ☎ 054-249-1199 Facility dealing with mouth-related trouble during holidays Treatment Days: Sundays, public holidays, and 29 Dec to 3 Jan 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 www.city.shizuoka.lg.jp/shobo/s000130.html

Establish a Regular Clinic

It is important to have a regular clinic that is familiar with your medical history and health status. They can offer you the accurate treatment or refer you to the appropriate specialists if needed.

Try to Visit Clinics During Business Hours

Medical facilities operating on holidays and at night are for emergency patients, and staff is limited. If you are feeling unwell, please try to visit a clinic during business hours.

9 September is Emergency Response Day: Please Use Ambulances Appropriately

Inquiries: Ambulance Division ☎ 054-280-0199



In 2023, the city dispatched a record-breaking 39,873 ambulances. That is about 109 times a day, or roughly once every 12 minutes. Ambulances and emergency medical services are limited commodities. Please use them appropriately so that they can get to the people that need them, when they need them, as quickly as possible.

My Number Health Insurance Card Verification by Emergency Services

When: For two months starting from Fri 23 August

To make the process of picking up patients by ambulance and taking them to hospital speedier and more effective, emergency services are currently implementing a verification program using My Number Cards linked to health insurance cards. This makes it faster and easier for emergency staff to verify your health insurance information and find a hospital to take you to. We ask for your cooperation in linking your My Number Card to your Health Insurance Card.



Translated by:

International and Intercultural Affairs Division
City of Shizuoka