

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 appropriate 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 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.

To avoid the panic of being caught out by sudden illness

- **Make Sure You Have a Regular Clinic**

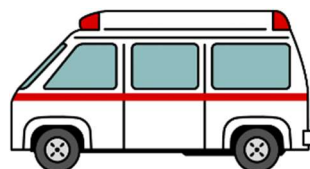
It is important to have a regular clinic that is familiar with your medical history and health status. They can offer you the accurate treatment or refer you to the appropriate specialists if needed.

- **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 2024, the city dispatched a record-breaking 41,246 ambulances. That is about 113 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.

Should I Call an Ambulance or Go to the Hospital?

If you're unsure whether to call an ambulance or visit a hospital due to an injury or illness, don't hesitate to seek advice. Trained staff (such as nurses) are available by phone to guide you. Please use these services before visiting an emergency medical facility. They can also help you find a medical institution that is open.

Consultation Hours: Available 24 hours a day, every day

- For people approximately 15 years and older:
Emergency Medical Advice Line: #7119
- For people under 15 years old:
Shizuoka Children's Emergency Advice Line: #8000 or ☎ 054-201-9910

Please note: Consultation hours may change.

Check the Shizuoka Prefecture website for updates.

www.pref.shizuoka.jp/kodomokyoiku/kodomokosodate/kodomokyukyu/1024067.html

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



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