

A Message from Shimane Prefecture (英語)

Re: Development of Consultation, Medical Care, and Testing Systems to Prepare for the Flu Season This Winter

To prepare for the upcoming winter flu season, and to sufficiently offer consultation, medical care, and testing services (including for COVID-19) to the regional community, we have established a new system for symptomatic patients. If you have symptoms such as a fever, instead of consulting your nearest health center, we now ask that you directly call your family clinic to receive treatment there.

This new system of consultation, medical care, and testing will begin on November 1st.

【How to Receive Consultation and Medical Care Services from November 1st】

- If you have symptoms such as a fever, please first call your local family clinic (i.e. a medical clinic or hospital that you would normally visit if you became ill) before going there for treatment.

※ If patients with symptoms (fever, etc.) visit the clinic without calling beforehand, there is a risk of infections spreading within the clinic.

You must call to confirm whether you can receive a medical examination BEFORE visiting the clinic.

- **If you have difficulty calling in Japanese, please first call the Shimane International Center's (SIC) consultation hotline.**

You may call in your own language (14 languages supported)

In addition, interpretation through 3-way calling is available (you ↔ consultation hotline ↔ medical clinic, etc.)

【SIC consultation hotline】 TEL: 070-3774-9329

Skype ID: Soudan@SIC

When (Hours): Mon - Fri (except for holidays) 9:00 A.M. - 5:00 P.M.

Languages: English, Chinese, Tagalog, Portuguese, Vietnamese, Korean, Nepalese, Indonesian, Thai, Spanish, Burmese, Khmer, Russian, French

- If you do not have a family clinic, you cannot receive an examination at your family clinic, or you are unsure whether to see a physician or not, please call the SIC consultation hotline above. You will receive guidance for visiting a local medical institution where appropriate treatment/testing is available (a medical treatment/testing institution that is designated by Shimane Prefecture).
- Even if you have no symptoms such as a fever, please also feel free to call the Shimane International Center if you are concerned about the possibility of being infected, you have come into contact with a COVID-19 patient, or you have general questions about infection prevention measures, etc.

【Illustration of the Consultation, Medical Care, and Testing System from November 1st】

