

Name:

Chapter 3 (The Outpatient Ward)
Our Busy Hospitals

Story A

Hi Lotta,

I was surprised to find out how different Swedish and Japanese hospitals are. In Japan, we have various medical facilities, from 1) _____ hospitals and large general hospitals to small 2) _____ outpatient clinics. Basically, you can choose any hospital and doctor, and visit on a convenient day. Appointments are 3) _____ necessary, especially when you go for the first time.

On your first visit, you need to fill out a patient 4) _____ and medical questionnaire. You must submit these together with your health insurance card, and then you will be given a patient 5) _____. In Japan, everyone has to join the public health insurance system.

After your 6) _____ has been completed, you can go and sit in the waiting room. In Japan, people often say, “a three-hour wait for a three-minute 7) _____.” It’s common to wait a long time, especially at large, famous hospitals. Once I had to wait for over 8) _____ to see a doctor!

Some doctors in larger hospitals see more than 9) _____ patients a day, so usually they cannot spend a long time with each patient. It’s difficult for the patients 10) _____, but the doctors and nurses are having a hard time, too.



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Story B

After the consultation and medical tests are all finished, you pay at the cashier. On your 1) _____ , there is a first consultation fee plus a medical test fee, a prescription fee, etc. You have to pay only 10-30% of the 2) _____ as public health insurance covers the rest.

If you need some medication, you 3) _____ your prescription to a pharmacy to get it. In the past, many hospitals had their own pharmacy, but now it's more common to buy medication from a pharmacy 4) _____ . Many people have a “medication record book,” which is a small notebook to record all medications you have taken previously. It's really useful.

Under the current public health insurance system, the 5) _____ is basically the same whether you see a famous doctor or a less experienced doctor. However, if you don't have a referral letter, you must 6) _____ at some hospitals.

Recently, hospitals and local clinics are working together. The clinics send 7) _____ patients to hospitals, and also the hospitals ask the local clinics to treat patients whose conditions have 8) _____ . In this way, the hospitals and clinics cooperate to give the best medical care to the patients. Lotta, I hope you have a 9) _____ of the Japanese medical system now.

Hana

