

## If you have symptoms such as fever

### Process of Medical Consultation, Treatment and Examination

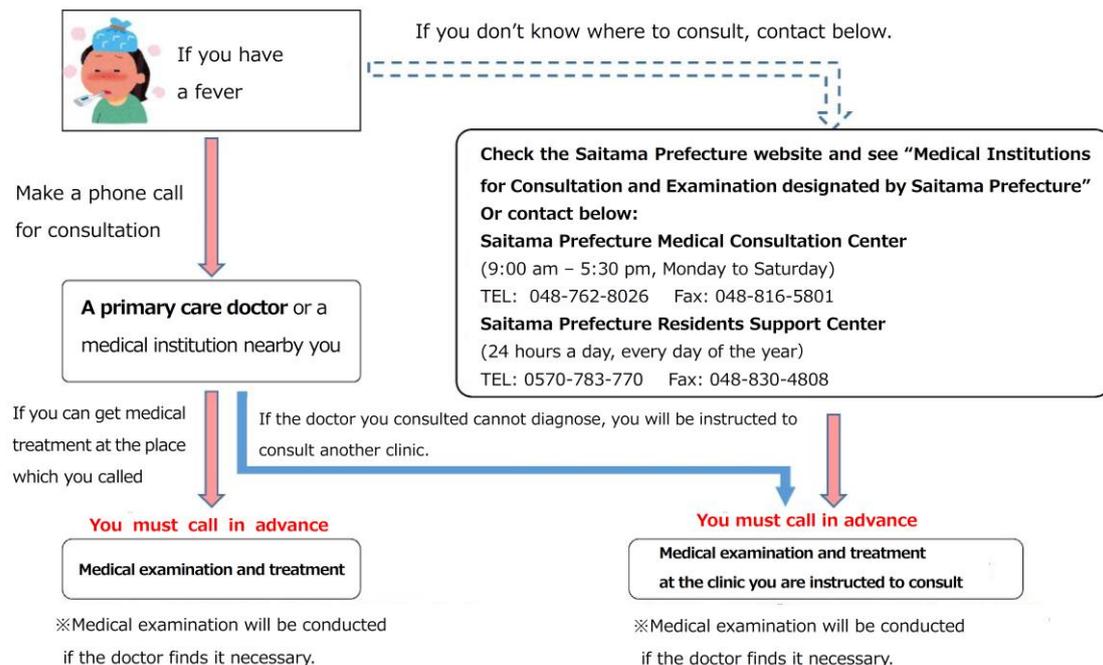
- If you have symptoms such as fever, **stop going to work/school**, and **refrain from going out**.
- If you are worried about your symptoms, call your primary care doctor first and ask for consultation.
- If you don't know a medical institution to consult, visit the Saitama Prefecture website (\*) and find contact information and reception hours of medical institutions. You can also call the consultation services, "Saitama Prefecture Medical Consultation Center" and "Saitama Prefecture Residents Support Center".

\* Saitama Prefecture website URL link: [Medical Institutions Searching System for Consultation and Examination designated by Saitama Prefecture \(link\)](#)

Available to access from the QR code below.



### The Process of Consultation, Treatment and Test for Patients with Fever



## Contact Information

### •Saitama Prefecture Medical Consultation Center

You can get information on medical institutions and advice if you are wondering “Should I go to the doctor?”.

TEL: 048-762-8026

(For those who are hearing impaired, FAX: 048-816-5801)

Reception Hours: 9:00 am - 5:30 pm

\*Monday to Saturday (including holidays)

### •Saitama Prefecture Residents Support Center

You can get information on medical institutions and make general inquiries.

TEL: 0570-783-770

(For those who are hearing impaired, FAX: 048-830-4808)

Reception Hours: 24 hours a day (every day of the year)

### •Coronavirus Hotline for Foreign Residents

Consultation service is available in foreign languages. Based on your situation, we connect to a certain organization and do interpretation.

TEL: 048-711-3025

Reception Hours: 24 hours a day (every day of the year)

Languages available (20 languages): English, Chinese, Spanish, Portuguese, Korean, Tagalog, Thai, Vietnamese, Indonesian, Nepalese, Malayan, Burmese, Khmer, French, German, Italian, Russian, Mongolian, Singalese and Simple Japanese

### •Koshigaya City Medical Consultation Center

For consultations on health such as worries about infection, contact us.

TEL : 048-940-5153

Reception Hours: 8:30 am – 5:15 pm, Monday to Friday

(except holidays and December 29 to January 3)

## Attention when going to medical institutions

- To avoid contact with patients who have other symptoms, the reception hour and the consultation room are differentiated from other patients. **Make sure to call in advance** before going to the medical institution. **Note that you might be rejected if failing to call in advance.**
- Wear a mask when going to a medical institution and follow their instructions.

- Refrain from using public transportation when going to a medical institution.
- **Simply because of feeling a vague anxiety or purpose of acquiring a negative test certificate, you cannot take a test for COVID-19 at "Medical Institutions for Consultation and Examination designated by Saitama Prefecture". A test for COVID-19 will only be conducted at a local hospital or a relevant medical institution when a doctor sees you with symptoms such as fever in person and finds it necessary.**
- As for COVID-19 test, you might be required to go to another medical institution (such as Koshigaya City Regional Outpatient and Examination Center) for a consultation and PCR testing.
- If the case of influenza is strongly suspected, anti-influenza drugs will be prescribed without taking a test.