

Welcome to Primary Care Tokyo! We strive to provide a wide range of primary care services in an accessible, affordable and flexible manner. Your understanding and cooperation with the following clinic policies will help us provide you with optimum care. Please consult our staff if you have any questions regarding our policies.

Consultations: Consultations are available on either a walk-in basis or by appointment. We ask that consultations be limited to one medical issue during these visits. If multiple issues need to be addressed, please discuss a plan for subsequent visits with the doctor.

Payment policy: Payment for services is expected at the conclusion of each visit unless prior financial arrangements have been made. This includes any co-pay amounts for patients insured under the Japanese National Health Insurance system and the full fee for those who are not. Please note that with the exception of a few insurance carriers such as CIGNA International, Primary Care Tokyo does not routinely bill third party payors and it is the responsibility of the patient to obtain reimbursement. We are happy to complete any necessary claim forms for this purpose.

Routine physicals and screening tests: Please note that routine physical examinations and tests done for screening purposes (annual physicals, STD checks, e.g.) are not covered by Japanese National Health Insurance. These services are provided on a fee-for-service basis. Please contact us prior to your visit so that we may confirm the type of examination you require and to provide pre-visit instructions as appropriate.

Appointment cancellation policy: We understand that life is unpredictable, but ask that you please notify the clinic of cancellations as soon as possible, preferably at least 24 hours prior to your appointment. There are no penalties for cancellation, but we ask for your assistance in minimizing late cancellations in order to provide maximum access to all of our patients.

Prescription refills: Under Japanese law, prescriptions cannot be refilled without a physician's consultation (a new prescription must be issued for each refill even if there are no changes in the medications or your condition). Similarly, we are not allowed to "phone in" prescriptions to a pharmacy. Under special circumstances, a prescription can be faxed in advance to a pharmacy, but an original will still need to be submitted in order to receive the medications.

Reporting results via e-mail, fax or phone: Test results can be reported to you via e-mail, fax or phone if desired. Please be aware that Primary Care Tokyo cannot guarantee confidentiality of electronic communications and we ask that you review our e-mail/fax policies prior to using these methods.

After hours and emergencies: Consultations outside of regular office hours may be arranged by calling the clinic. Availability and times will vary. If you are unable to contact us and feel that it is an emergency, please call 119 for an ambulance or proceed to the nearest emergency room. A cellphone number will be provided to established patients for urgent matters which occur outside of regular office hours. Use of this number is limited to established patients and we ask that you do not share this number, use it to make/change appointments, or use it for non-urgent matters.