

【Kobe University / Internal use only】

## ● Inbound Medical Assistance Service

This 24 hour multilingual medical assistance includes two types: Standard and Emergency, both of which are provided when you are in Japan. ✖mandatory for all international students

[URL for application] <https://www.eaj.ne.jp/ima/login>

[Login code] ID: imakobe

PW: kobe

[Payment] Please pay by credit card where possible. Payment can also be made at a convenience store.

[Subscription procedure] Subscription is on an annual basis.

[Content and consideration] \* "Member" in this table means an international student of Kobe University who applied for this service and paid the membership fee.

### 1. Standard Service (provided upon request from Members)

Service item		Contents of basic services (included in membership fees, etc.)	Additional services and their consideration (additional service charges)
1	Medical institution consultation arrangements	Reference to an appropriate, nearby medical facility	
2	Telephone interpretation with medical institutions	Telephone interpretation with medical institutions by EAJ staff or agents (Limited to simple interpretation).	
* Supported languages (both 1.2 above) English, Chinese, Japanese, Korean, Thai, Vietnamese, Indonesian, Tagalog, Nepali, Malay, Myanmar, Khmer, Portuguese, Spanish · French · German · Italian · Russian			

### 2. Emergency one-stop service (provided upon request from university)

Service item		Contents of basic services (included in membership fees, etc.)	Additional services and their consideration (additional service charges)
1	Medical assistance	(1) Reference to an appropriate medical facility in Japan (2) Arrangement for medical appointment (3) Telephone interpretation with medical institutions by EAJ staff or agents (Limited to simple interpretation).	(4) Interpretation or attendance service ① Interpretation or attendance by dispatching EAJ staff <Fee> 12,500 yen / hour / person + actual transportation expenses ② Interpretation or attendance by dispatching agent <Fee> Interpretation arrangement fee 2,000 yen / arrangement + actual interpretation expenses (separate estimate)
2	Guarantee and advance payment of treatment and hospitalization fees	A guarantee of payment for treatment and hospitalization costs up to 500,000 yen will be provided to Japanese medical institutions so as not to cause any disruption to the Member's medical examinations and treatment. If necessary, an advanced payment will be made.	Advance payment when the payment guarantee or advance payment amount exceeds 500,000 yen. <FEE> 3% commission on the full amount of the advance payment
3	Medical monitoring	If the Member is hospitalized, the EAJ doctor or medical staff will contact the attending physician and report the patient's condition to the university.	· In cases where the reporting work exceeds 2 weeks <Fee> 15,000 yen per report · In cases where a formal medical report is made <Fee> 15,000 yen per preparation

	Service item	Contents of basic services (included in membership fees, etc.)	Additional services and their consideration (additional service charges)
4	Emergency patient transfer		<p>If there are no appropriate medical facilities near the Member's (patient's) place of stay or the required treatment is not available, EAJ will arrange for emergency transfer (an ambulance, helicopter, aircraft, etc.) to the nearest or a nearby medical facility with escort by medical staff (doctors, nurses, etc) .</p> <p>1) Fee for doctor / nurse escort</p> <ul style="list-style-type: none"> <li>· Doctor: 16,000 yen / hour x total amount of time spent working</li> <li>· Transportation fee and staying fee for doctor / nurse: actual cost</li> <li>· Nurse: 8,000 yen / hour x total amount of time spent working</li> </ul> <p>2) Transportation arrangement fee</p> <ul style="list-style-type: none"> <li>· International Transportation: 300,000 yen</li> <li>· Domestic transportation: 70,000 yen</li> </ul> <p>3) Fee for transportation by regular flight</p> <ul style="list-style-type: none"> <li>· Air ticket charges, etc. Transportation costs: Actual costs · Arrangement fee: Transportation arrangement fee (2 above) + 10% of the airplane fee for the person, doctor, and nurse</li> </ul> <p>4) Fee for transportation by charter flight</p> <ul style="list-style-type: none"> <li>· Airplane charter fee: Actual cost</li> <li>· Arrangement fee: Transportation arrangement fee (2 above) + 10% of airplane charter fee</li> </ul> <p>5) In case of cancellation after arranging regular flight or charter flight</p> <ul style="list-style-type: none"> <li>· Cancellation fee for airplanes, etc. : Actual cost</li> <li>· Handling fee: 50,000 yen / case</li> </ul>
5	Emergency patient return transfer		<p>If considered necessary for the member (patient) to continue treatment in home country, EAJ will arrange transportation (a ship, an aircraft etc) with escort by medical staff (doctors, nurses, etc. ).</p> <p>&lt;Fee&gt; Same as 4 "Emergency patient transfer" above.</p>
6	Rescue support		<p>If a member's family comes to Japan to take care the member (patient), EAJ will provide support and advance payment for reservation of airplace, accommodation, car and other expences.</p> <p>&lt;Fee&gt;</p> <ul style="list-style-type: none"> <li>· Cost of rescuer's air ticket, hotel, etc. : Actual cost</li> <li>· Arrangement fee: 50,000 yen / case</li> </ul>
7	Corpse processing / repatriation		<p>In case of the Member's death, EAJ will arrange for the local burial, cremation, or repatriation, etc.</p> <p>&lt;Fee&gt;</p> <ul style="list-style-type: none"> <li>· Costs incurred for corpse processing, repatriation, etc. : Actual costs</li> <li>· Arrangement fee: Same as "5 Emergency patient return transfer" above.</li> </ul>

\* Consumption tax will be added to the fee for the services provided in Japan.

\* The actual expenses (medical expenses / hospitalization expenses, charter fees, agent fee expenses, etc.) that are incurred separately in the provision of the above services shall be borne by the Member, or the Member's family.

\* Billing and payment will be made in yen, and will be calculated at the exchange rate on the day when EAJ paid the parties concerned.

The "Simple interpretation" provided by the telephone interpretation service covers conversation at the reception of the medical institution, brief explanation of the member's symptoms at the time of medical examination, confirming the presence or absence of allergies and explanation as to when oral prescription drugs should be taken. Higher level interpretation than that described above will be covered by additional services.