

Consultations or Medical Examinations if you have a Fever or Other Symptoms

For people who have a fever or other symptoms

People who have a fever or other symptoms should first call their family physician or their closest medical institution. If you are not sure about which medical institution to contact, first call an Examination/Consultation Center.

Follow the medical institution's instructions when going for an examination. Wear a mask, wash your hands, and follow proper etiquette when coughing (cough or sneeze in a mask, sleeve, tissue, or handkerchief, covering your nose and mouth).

Examination/Consultation Centers

Phone Number 076-444-4691 (24/7)

For those coming into Japan from areas with prevalent infections

Those who have spent time in an area with prevalent infections during the 14 days before entering Japan must report to a quarantine inspector. Follow the inspector's instructions.

For those who struggle with Japanese

The Ministry of Health, Labour, and Welfare phone consultations can help you in the following languages.

○Phone Number

0120-565653 (Toll-free number)

○Hours of Operation

365 days a year (including weekends and holidays)

- Japanese, English, Chinese, Korean, Portuguese, Spanish: 9:00-21:00
- Thai: 9:00-18:00
- Vietnamese: 10:00-19:00