

# Starting Monday, December 2, 2024, Additional Fees will be Charged for Emergency Services

## Ambulance Policy

If an ambulance is requested, the ambulance team  
will never refuse transportation.

## Current State of Emergency Medical Services

- The number of ambulance transports has reached highest record.
  - ▶ **More than 60% of cases are concentrated in large hospitals with half of them being mild cases.**
- April 2024 Labor reform for doctors began.
  - ▶ **Emergency medical services are under strain.**



This does not mean  
ambulance services  
will be charged!

In some hospitals, you will be charged  
additional fees **only in the cases when the urgency  
to call an ambulance was deemed unnecessary.**

★Examples of cases where there is clearly no urgency to call an ambulance:

- ① Only minor cuts   ② Only minor scratches

For more details▶



\*Even if the symptoms are deemed minor upon examination, if the urgency to call an ambulance is recognized, no fee will be charged.

Ex. Heat stroke, febrile convulsions in children, epileptic seizures, etc.

## Reminder to All Residents

- ① In the event of **a life-threatening emergency, do not hesitate to call an ambulance.**
- ② If you are **unsure** whether to call an ambulance, **call the emergency medical consultation helpline.**

**Emergency Medical Consultation Helpline** [Consultation Hours] 24/7 Every day of the year



Adult (Age 15 and over)

# 7 1 1 9



Child (Under 15 years old)

# 8 0 0 0

If the above line does not connect: **050-5445-2856**

[Department in Charge] Health Care Policy Division, Medical Service Bureau,  
Department of Health and Medical Care, Ibaraki Prefecture

Phone: 029-301-2689

Mon-Fri 8:30 to 12:00, 13:00 to 17:15 (excluding weekends and holidays)

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Web inquiry form (Japanese Only)▶

