

MSD 株式会社×医療の視点

来街・在住外国人向け医療情報リーフレットを 新たに作成しました。



横浜市では、市民の皆様に医療を「他人ごと」ではなく自分自身のことと捉えていただけるよう、民間企業等との連携による手法で医療広報を実施する「医療の視点」プロジェクトに取り組んでいます。この度、連携する**MSD株式会社と共同にて来街・在住外国人向け医療情報リーフレットを新たに作成しました。横浜市主催の第7回アフリカ開発会議（TICAD7）の実施に合わせ、市内各所で配布をスタート**します。

1. リーフレット概要

日本語を母国語としない患者様が安心して医療機関を受診できるよう、外国人向けの医療情報をまとめたリーフレットを MSD 株式会社との連携の下作成しました。

リーフレットでは、病気や治療法等をまとめた医学情報事典「**MSD マニュアル**」の紹介のほか、本年度7月より新たにスタートした「**電話医療通訳サービス**」や、**日本語に不安のある方の受診時に役立つ観光庁等が運営するウェブサイト**を紹介しています。

なお、リーフレットは英語版のみを配布しますが、同時に日本語版を横浜市ウェブサイト（※）にて公開します。また、今後英語以外の言語での作成も検討していきます。

電話医療通訳サービス：

横浜市では、16の言語を対象とした電話医療通訳サービスを市内の病院・夜間急病センター等に導入しており、サービスを導入している医療機関は横浜市のホームページで公開しています。

※医療機関から通訳サービスに電話する仕組みのため、患者様からの直接依頼はできません。

対応言語：英語、中国語、韓国語、スペイン語、ポルトガル語、タガログ語、ベトナム語、タイ語、ネパール語、フランス語、ロシア語、インドネシア語、広東語、マレー語、イタリア語、ドイツ語

※ <https://www.city.yokohama.lg.jp/kurashi/kenko-iryo/iryo/iryonoshiten/leaflet.html>

2. 配布先について

本年度8月28日～30日に開催される**第7回アフリカ開発会議（TICAD7）**での配架を行うほか、市内の区役所、観光案内所や横浜市国際交流協会などで配布を予定しており、その他各イベントなどでも配架を行っていきます。

(参考)医療の視点



「医療への視点が少し変わること、異なる気づきが得られ、行動につながる」をコンセプトに昨年9月から取組をスタートしています。民間企業等との連携や、市民の皆様の関心事にフォーカスすることで、より印象に残りやすく、伝わりやすい広報に取り組んでいます。

<https://www.city.yokohama.lg.jp/kurashi/kenko-iryo/iryo/iryonoshiten/iryonoshiten.html>

お問合せ先
医療局医療政策課情報企画担当課長 小川 亨 Tel 045-671-4813

Yokohama City's initiatives in the field of medical care

Yokohama is one of the international trading ports that was opened 160 years ago when Japan first opened up to the world. It is a city that adopts a forward-looking attitude and actively seeks to incorporate new things. The same applies to the medical field. Through popular designs, Yokohama City is putting effort into publicizing the healthcare sector in collaboration with the private sector, in order to encourage the public to take greater interest in the medical field. This initiative is titled "The Medical Perspective Project (Iryo-no-Shiten)". More than 100,000 foreign residents now live in Yokohama. One of our important goals is to ensure that these foreign residents can receive medical treatment with peace of mind. This leaflet is also a part of this new initiative.

Yokohama city × MSD K.K. Cooperation

MSD K.K. is a pharmaceutical company that is constantly tackling the challenge of discovering, developing, and providing innovative pharmaceuticals and vaccines. It is also engaged in efforts to disseminate accurate medical knowledge through a medical reference titled "MSD Manual." The company shares the vision of "The Medical Perspective Project (Iryo-no-Shiten)", and is cooperating with Yokohama City on the initiative.



[Click here for the online PDF
\(Japanese/English\)](#)



August 2019 City of Yokohama / MSD

August 2019
OTH19OT4160-0824

16 languages *

English

中文

한국어

Español

Português

Tagalog

Tiếng Việt

ภาษาไทย

नेपाली

Français

Русский

Indonesian

廣東

Melayu

Italiano

Deutsch

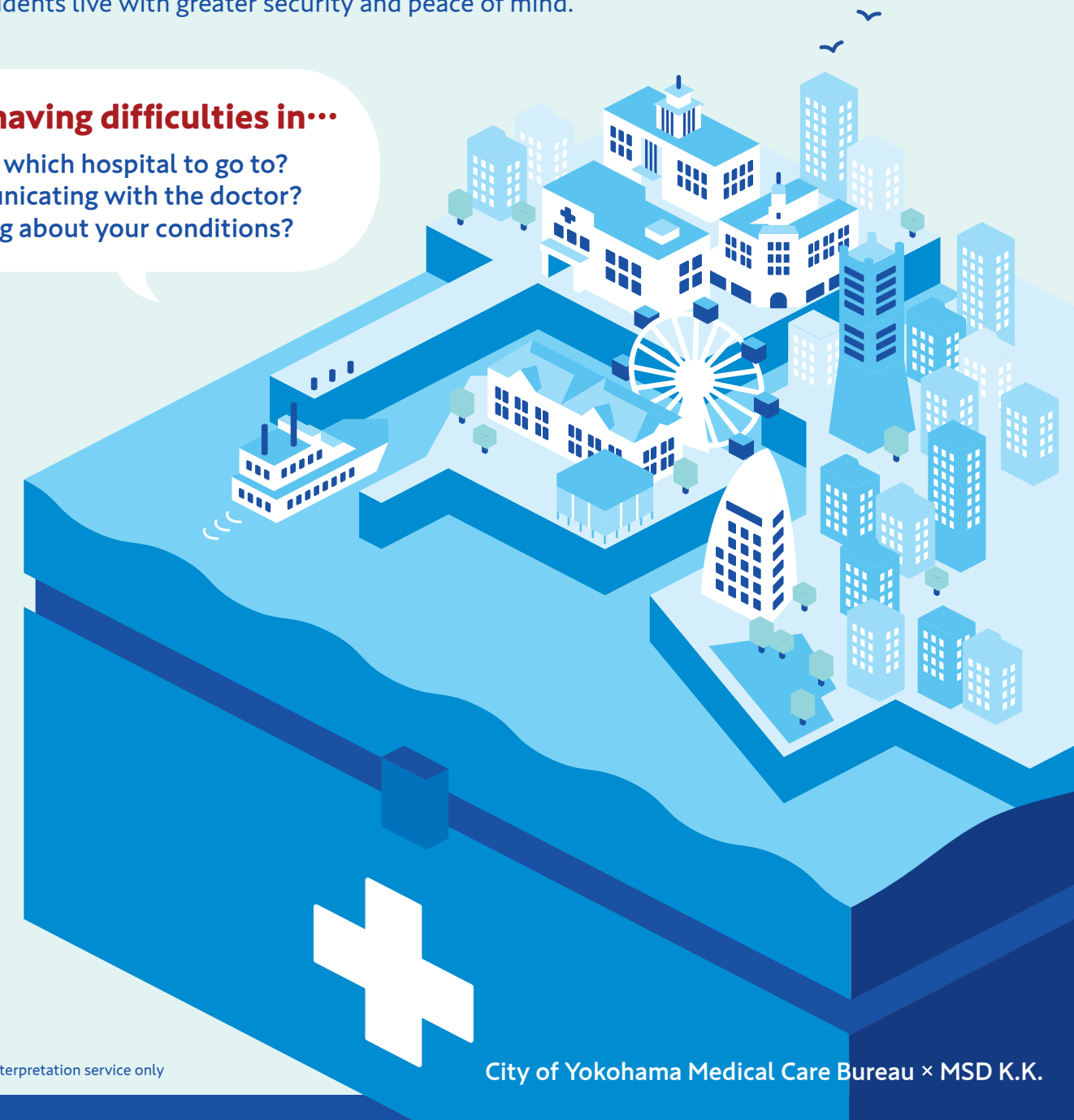
Medical information service

YOKOHAMA MEDICAL GUIDE

Yokohama is an attractive city that is comfortable to live in, has many sightseeing spots, and offers a taste of both the old and the new. Through an initiative titled "The Medical Perspective Project (Iryo-no-Shiten)", Yokohama City is disseminating multilingual medical information to help foreign residents live with greater security and peace of mind.

Are you having difficulties in...

- ① Finding which hospital to go to?
- ② Communicating with the doctor?
- ③ Learning about your conditions?



*For the phone medical interpretation service only

City of Yokohama Medical Care Bureau × MSD K.K.

1 I don't feel well. What should I do? Which hospital should I go to?



- ◆ Emergency hospital
During an emergency illness or injury, anyone can call for an ambulance.

Call 119

- State that it is an emergency
- Provide the address to be picked up
- Tell the symptoms
- Provide your name and contact details



- ◆ Flow of consultation at the hospital

For safe travels in Japan

Search



Guide for when you are feeling ill (Japan Tourism Agency)

- ◆ Multilingual Medical Questionnaire

Multilingual Medical Questionnaire

Search



produced by NPO International Community Hearty Konandai and Kanagawa International Foundation

2 I don't understand what the doctor is saying. I would like to hear an explanation in my native language.



Phone medical interpretation service

Yokohama City offers a multilingual medical interpretation service by phone at certain hospitals, nighttime emergency centers, and holiday emergency clinics. This service helps foreign patients receive consultations at medical institutions with peace of mind.

◆ Supported languages 16 languages

English, 中文, 한국어, Español, Português, Tagalog, Tiếng Việt, ภาษาไทย, नेपाली, Français, Русский, Indonesian, 廣東, Melayu, Italiano, Deutsch

◆ Availability 24 hours

*Only available during the opening hours of the medical institution.

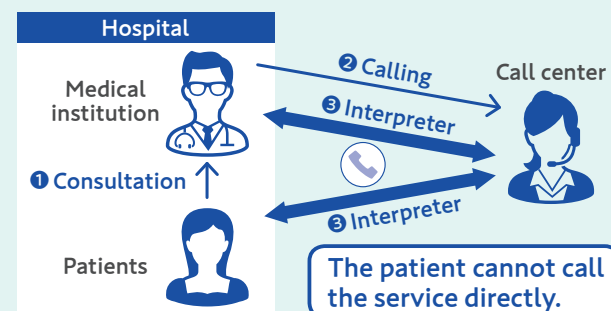
*Depending on the language, there may be cases where the service is not available 24 hours.

◆ Medical institutions where the service is available

*Please check the Yokohama City website.



The medical institution calls the interpretation service on behalf of the patient.



This service is offered by Yokohama City only.

3 I want to learn about my symptoms. Is there a simple way to look them up?



- ◆ Symptoms · Diseases · First aid ...
Medical information (free)

The Trusted Provider of Medical Information since 1899

The MSD Manuals are a comprehensive medical information source covering thousands of topics in all fields of medicine. They are offered as a free public service.

www.msdmanuals.com

FREE!

10 languages available

English To check for illness and symptoms 	中文 检查疾病和症状 	한국어 질병이나 증상을 확인하려면 	Русский Чтобы проверить болезнь и симптомы
日本語 病気や症状を調べるには 	10 languages switchable 		Español Para verificar enfermedades y síntomas
Português Para verificar doenças e sintomas 	Français Pour vérifier la maladie et les symptômes 	Deutsch Krankheit und Symptome zu überprüfen 	Italiano Per controllare malattie e sintomi

MSD MANUAL
Consumer Version

DISCLAIMER

Important: The authors, reviewers, and editors of this material have made extensive efforts to ensure that treatments, drugs, and discussions about medical practice are accurate and conform to the standards accepted at the time of publication. However, constant changes in information resulting from continuing research and clinical experience, reasonable differences in opinions among authorities, unique aspects of individual clinical situations, and the possibility of human error in preparing such an extensive text mean that other sources of medical information may differ from the information on this site. The information on this site is not intended to be professional advice and is not intended to replace personal consultation with a qualified physician, pharmacist, or other health care professional. The reader should not disregard medical advice or delay seeking it because of something found on this site.