

# Yamagata Prefectural Portal Site

## Information Regarding COVID-19

Japanese:

<https://www.pref.yamagata.jp/ou/bosai/020072/kochibou/coronavirus/coronavirus.html>

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## Prefectural COVID-19 Medical Consultation Centers

There are five COVID-19 Medical Consultation Centers in the Prefecture.

Please contact one of the centers as soon as you can if you have any of the following conditions:

1. Symptoms of a cold or a temperature of at least 37.5 C, lasting four or more days (two or more days for the elderly or those with underlying health issues)
2. Extreme fatigue and/or difficulty breathing

# The Role of the COVID-19 Medical Consultation Centers and Contact Information

The Center can do the following while waiting for the results of COVID-19 testing and to prevent the spread of the virus:

1. The Call Center will confirm your symptoms and where you live.
2. The Healthcare Center in your jurisdiction will call you back and ask for your symptoms again, then the center will work with one of the prefecture-designated medical institutions.
3. If a person with COVID-19 is transferred to a medical institution, the center will relay all important information and cautions to the institution
4. Following the warnings/precautions, the patient will be examined at the designated medical institution (in the COVID-19 outpatient ward)
5. The doctor will examine the patient, and if there is a need for further examinations, they will be referred to the Center and an examination will occur.

Please call the Center that corresponds with your place of residence:

<b>Call Center</b>	<b>Phone Number for Entire Prefecture (Available 24/7, Including Weekends and Public Holidays)</b>
COVID-19 Medical Consultation Center	0120-88-0006 (Toll Free)

※For those with hearing or language impairments, please use the contact details below:

Fax: 023-625-4294 (Weekdays from 8:30~17:15)

Total Number of People Who Have Contacted The “COVID-19 Medical Consultation Centers” : 2,779 people (From February 10th until April 2nd )

## Other “COVID-19 Consultation Windows” Places

General Inquiries Such As Prevention (Prefectural Government, General Branches, Health Care Centers)

Working Hours: Monday ~ Friday (Excluding Public Holidays) 8:30~17:15		
Place of Residence	Main Contact	Phone Number
Murayama Region (Excluding Yamagata City)	Murayama Health Care Center Healthcare Planning Division	023-627-1100
Yamagata City	Yamagata City Health Care Center Health Promotion Division	023-616-7274
Mogami Region	Mogami Health Care Center Regional Healthcare Welfare Division	0233-29-1268
Okitama Region	Okitama Health Care Center Life and Hygiene Division	0238-22-3002
Shonai Region	Shonai Health Care Center Healthcare Planning Division	0235-66-4920

※For those with hearing or language impairments, please use the contact details below:

Fax: 023-625-4294 (Weekdays from 8:30~17:15)

Mail: [b29W32bN@pref.yamagata.jp](mailto:b29W32bN@pref.yamagata.jp)

- There have been cases of people asking about inaccurate information or rumors. Please carefully read the information published by the Prefecture of the Ministry of Health, Labour and Welfare.
- If you have other questions, please take a look at the Q&A published by the Ministry of Health, Labour and Welfare.

For general inquiries related to Preventing COVID-19 (Prefectural Government, Health Welfare Planning Division)

Main Contact	Phone Number (Daytime, Weekdays)
Yamagata Prefectural Government Health Welfare Planning Division Pharmaceutical and Infection Room	023-630-2315

## Ministry of Health, Labour and Welfare “COVID-19 Hotline”

Phone (Toll-Free): 0120-565-653

Working Hours: 9:00 ~ 21:00

Website: <https://www.mhlw.go.jp/index.html>

## The Prefecture’s Response

- As protective measure in the ports and in the air (Yamagata Airport, Shonai Airport, Sakata Port), we will work to identify and quarantine suspected persons, as well as assist them to get examinations at a medical institution.
- For person who have returned home or have gone to Hubei Province and Zhejiang Province in China, we are contacting them to get checked at medical institutions.
- We are taking action
- In the case that we are notified of an infection outbreak (a notification submitted to the healthcare center if there is a great impact on public health at the time of infection), we will identify the suspected individuals as well as take stronger preventative measures to stop the spread of infection.
- There are 5 medical institutions within the prefecture designated for infections (medical treatment facilities for infections with possible great impacts): Yamagata Prefectural Chuo Hospital, Yamagata Prefectural Shinjo Hospital, Yamagata Prefectural Kahoku Hospital, Nihonkai General Hospital, Koritsuokitama Total Clinics. They are all equipped to handle COVID-19 patients.
- Based on “The Survey of the Trend of Infection Outbreak” data from the Yamagata Prefectural Institute of Public Health, which is updated weekly, the Prefecture analyzes the data of outbreaks within the Prefecture and provides relevant information to the Citizens.
  - Website (Japanese Only):  
<http://www.eiken.yamagata.yamagata.jp/kansen.html>
- The Prefecture is investigating samples from the Yamagata Prefectural Institute of Public Health and cooperating medical institutes, confirming pathogens and tracking its spread.
  - Website (Japanese Only):  
[http://www.eiken.yamagata.yamagata.jp/biseibutsu/virus\\_detection.html](http://www.eiken.yamagata.yamagata.jp/biseibutsu/virus_detection.html)
- We are sharing information and alerts as quickly as possible to all our Citizens utilizing the Prefectural website and various social media handles.

## Multilingual Support Window

The Japan National Tourism Organization has a multilingual call center in English, Chinese, and Korean for visitors to Japan. They are available 24/7.

Website:

[https://www.jnto.go.jp/jpn/projects/visitor\\_support/japanvisitorhotline.pdf](https://www.jnto.go.jp/jpn/projects/visitor_support/japanvisitorhotline.pdf)

The Association for International Relations in Yamagata has a Foreign Residents Consultation Service for English, Koreana, Chinese, Portuguese, Tagalog, and Vietnamese. Please check the website for more information regarding working days and hours.

Website: <https://www.airyamagata.org/english/contact-us/>

Updated: April 7th, 2019