

Follow-up action flow for Foreign Visitors infected or injured in Japan

Symptoms of COVID-19 infection such as fever, respiratory symptoms, fatigue, etc?

YES

NO

Ⓐ Related to COVID-19

① Contact the consultation service (as soon as symptom such as fever appears)

A: Prefectural Consultation Services for Foreigners

The following website provides contact information, opening hours, and available languages of each consultation service.

<https://www.c19.mhlw.go.jp/area-en.html>

B: Ministry of Health, Labour and Welfare COVID-19 Hotline (Please contact here when A is not available)
[TEL] 0120-565-653

[Hours and languages available] Every day, including Saturdays, Sundays, and national holidays.

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



② Get Tested

Please get tested when instructed by the consultation service or local government, etc. in ①.

*e.g.: If you are at increased risk for severe disease, get tested at a medical institution.

(if negative)

(if positive)

③ Responses after examination

- > If the test result is positive, contact the consultation desk (or designated contacts) in ①A and follow the instructions to be hospitalized or receive medical treatment at the designated place.
- > Travel companions who are confirmed to be "close contact" (refer to *2 for definition) should quarantine. If necessary, please contact the consultation service in (1) A (or the designated contact).

④ 【Those who tested positive】
Hospitalization (10 days) or isolation (7 days)*1



The local government will require you to pay your own expenses for hospitalization within the coverage amount of the private medical insurance you have.

④ 【Close Contacts】
Quarantine (5 days) *2



Please check your own health condition and contact the consultation service in ①A (or the designated contact) if symptoms appear.

④ 【Those who tested Negative】
【Non-close contacts】
May continue traveling



If you have symptoms, keep checking your health condition and take precautions against infectious diseases even when tested negative.

Ⓑ Illness or injury other than ①

① Visiting a medical institution

Please visit a medical institution that is appropriate for your symptoms.

You can search for medical institutions that accept foreigners at the following website.

https://www.jnto.go.jp/emergency/eng/mi_guide.html



Contact for non-medical inquiries

Japan National Tourism Organization 「Japan Visitor Hotline」
[TEL] 050-3816-2787
<365 days, 24 hours (Japanese, English, Chinese, Korean)>

*1: Medical treatment period for positive persons

- > For hospitalized patients, isolation can be discontinued at least 10 days after symptoms onset if symptoms have improved for at least 72 hours.
- > For people who have developed symptoms, isolation can be discontinued without further test at least 7 days after symptoms onset if symptoms have improved for at least 24 hours.
- > For people who are asymptomatic, isolation can be discontinued on Day 8, at least 7 days after the first positive viral test (on Day 6 if the test result is negative on Day 5).

*2 Definition of close contacts and quarantine period

- > Close Contact is someone who is relatively more likely to be infected by staying close or for an extended time to a person confirmed to be infected with COVID-19.
- > Close contacts are determined by proximity and duration of exposure to the infected person, such as "less than about 1 meter away for 15 minutes or more", as well as whether the person is wearing a mask.
- > As the identification and action restrictions of close contacts depend on the infection situation and other local conditions, the local governments may not classify all the close contacts or restrict their actions. Please follow the instructions of the consultation services and the local government in mentioned in ①.
- > The quarantine period for close contacts is 5 full days after the last contact with an infected person (discontinued on Day 6), but can be discontinued on Day 3 if tested negative with a pharmaceutical-approved antigen qualitative test kit on Day 2 and Day 3.

Please note that future entry to Japan may be denied for foreigners with a non-payment record of medical expenses.