

Telephone health counseling service in English is available



Telephone
number

0120-120-691

Experienced counselors (public health nurses, general nurses) from TPEC will provide a detailed counseling/advice* about a health, medical, parenting, and home nursing care related matters by telephone.

*This service does not offer diagnosis or treatment.

The counseling is conducted through an interpreter (English-Japanese) between consultant and TPEC counselor.

**Location of
hospitals
and clinics**

**General
health**

**Medical
services**

Parenting

**Home
nursing
care**

Examples of inquiries

Help me find
a local clinic/hospital
where the communication
in English is provided.

Where should I go to treat
with dry skin for my child?



Counseling Service Hours



**From 9 am to 5 pm
Monday to Friday**
(excluding public holidays)

[Conditions of usage]

- This service may be used only by a registered client, their spouse, or their dependents.
- Information provided by TPEC about hospitals and clinics may change without notice. Clients should contact hospitals and clinics in advance to confirm all information.
- Counseling/advice about issues overseas or inquiries from overseas cannot be accepted.
- Client privacy is guaranteed, except in circumstances where there is danger to someone's life or the provider considers the right to privacy has been exceeded.
- Counseling/advice may be terminated or limited according to the nature of the inquiry or the circumstance of the client.
- Due to various factors, such as the nature of an inquiry or logistics, replies may not meet client expectations.



Privacy policy

● This service is provided by TPEC according to an outsourcing agreement. ● Certain personal information is required by TPEC to provide this service. Refusal to provide personal information may result in this service not being available. ● TPEC will not divulge any personal information obtained in order to provide this service to any third party except in circumstances where TPEC determines there is risk to the life of, or injury to, or need to protect the assets of the client or any third party, or if the client has given consent to divulge such information or because of legal reasons. ● TPEC will store the content of telephone inquiries by recording, or by using digital techniques for the purpose of improving caller satisfaction and verifying the content of inquiries. ● Requests for notification/disclosure if personal details provided to TPEC are used, revision of content (addition or removal of information), termination of usage, cancellation or termination of consent to provide personal information to a third party may be made by contacting: the Private Information Protection Officer, Advice/counseling Services, TPEC, 5-6-10 Ueno, 110-0005, Tokyo, Japan. ● Use of this service implies that the client understands the abovementioned conditions and consents to TPEC obtaining and using personal information.