

Ehime Consultation counter for the Novel Coronavirus

1. What to keep in mind before consulting/having a medical examination

- Take time off from work or school if you appear to have symptoms of a cold or fever and avoid going outside.
- If you have symptoms of a fever or cold, take your temperature and record it every day.
- Those with pre-existing conditions (chronic illnesses) who have a change in symptoms that are worried about an illness other than the novel coronavirus should contact their primary care doctor first.

2. General Consultation Window

This window takes general questions and consultations concerning the novel coronavirus.

◆ Phone number: 089-909-3468 (24 hours (Includes weekends and holidays))

*Japanese

3. Consultation window if you believe you may have contracted the novel coronavirus (Returnees/Heavy Contact Consultation Center)

(1) Criterion for Consultation/Testing

If any of the following apply to you seek consultation as soon as possible.

(Consultation is still possible if the following don't apply.)

- Individuals suffering from breathlessness (trouble breathing), Strong fatigue (malaise), high fever or other strong symptoms
- Individuals with a higher risk of severe illness* that have a fever, cough or other light symptoms of a cold.

*Individuals under dialysis or the elderly, diabetic, those who have suffered heart failure, have a respiratory disease (EX: COPD) or other underlying conditions/diseases, as well as individuals taking immunosuppressant drugs and anti-cancer medicine.

- Individuals with long-lasting symptoms of a light cold who do not fall into the conditions above.

(If symptoms continue for more than four days please seek consultation. As severity in symptoms vary by individual, if you believe your symptoms are strong please seek consultation as soon as possible. This also applies to individuals who have to continually take fever medicine.)

(Pregnant individuals)

Similarly to those with a higher risk of severe illness, pregnant individuals should seek consultation as soon as possible.

(Individuals with children)

Children should receive a medical examination from a pediatrician. Please call a consultation center or family pediatric facility.

(2) Consultation Center Contact Information

◆ Phone Number: 089-909-3483 (24 hours (Includes weekends and holidays))

*Japanese

After listening to your consultation, if it is suspected you may have contacted the novel coronavirus, we will coordinate with a medical facility to have you examined. (In regards to the examination, it will still be under the discretion of the doctor.)

4. Cautionary Details when Visiting a Medical Facility

- Please wear a mask when entering a medical facility, make sure to abide by proper hand washing and coughing etiquette (when you cough or sneeze, please make sure to do so in a mask, tissue, handkerchief, sleeve or your arm to cover your mouth and nose.)
- There have been cases of the virus being spread widely due to an individual visiting multiple medical facilities. Please avoid consulting multiple facilities for examinations.