Sapporo Medical Communication Hotline

For Patients:

How to use this service

- Click here for the application form. Upon applying, a URL (usable for 1 week) will be sent via email, from which you can access the service.

〈Application Form〉

*For urgent matters, you can directly call **011-211-2121** to use this service as well.
*The application form supports Japanese, easy Japanese (Yasashii Nihongo), English and Chinese.
*Please read the following explanation thoroughly before using this service.

Living in Sapporo, have you ever experienced these concerns when you want to go to the hospital?

- You don't know if you'd be able to make a doctor's appointment in Japanese.
- You are not sure if you will be able to make yourself understood in the hospital or understand what the staff are saying.

To help you manage these concerns, the City of Sapporo has established **the Medical Communication Hotline**.

What services do we provide?

- An operator will interpret on your behalf when making appointments, inquiries, or receiving an examination at hospitals within the City of Sapporo (**video interpretation** using your own device).
- You can also use **machine translation** for situations involving simple conversation such as speaking with the receptionists or making a payment.
- These services are free of charge (standard phone and data rates apply).

*This service is available only for hospitals in Sapporo. You may use this service to pick up prescribed medicine but not for other shopping at pharmacies.
*This service is to support people receiving medical care only. It can't be used for other purposes such as beauty care and health check-ups.
*Your personal information is strictly protected and used only for this service.

What languages are available?

・Services for up to 32 languages are offered.
*Contact us for details. Interpreters for some languages may not be immediately available.

How to use the hotline

First, choose a hospital.

You can search for a hospital through the following methods:

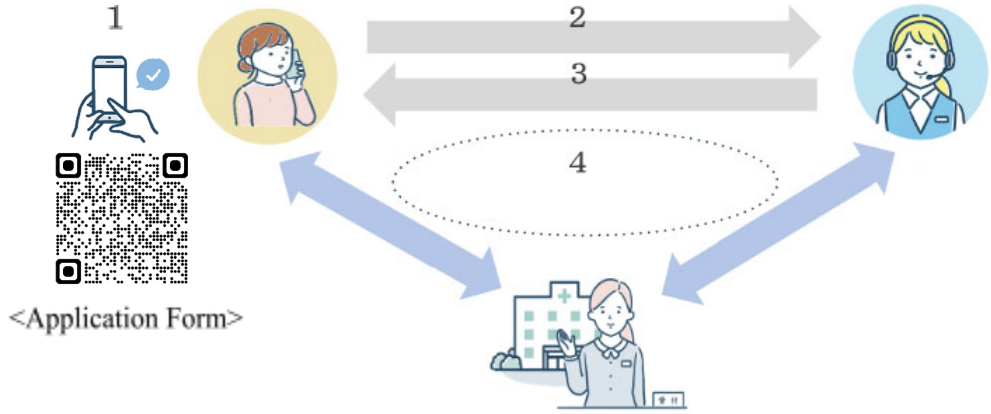
[Search using a Website]

- Hokkaido Emergency Medical and Regional Disaster Information System (Hokkaido Government Building)
  Supports Japanese, English, Chinese, Korean, and Russian. You can also search for medical institutions open at night and on weekends.
- Guide for When You Are Feeling Ill (Japanese Government Tourism Bureau)
  Supports Japanese, English, Chinese, and Korean. There is also information on how to use medical institutions, travel insurance, and emergency contacts.

[Search by Phone Call]

- Emergency Medical Consultation Center Sapporo (#7119 or 011-272-7119)
  Supports up to 22 languages.

When making an appointment or inquiry with a hospital



1. Open the Application Form. Choose “If you have chosen a clinic/hospital you want to visit and make an appointment & to make an inquiry to, tap here” and input the required information.
2. Upon submitting the form, an email will be sent to you (usable for 1 week).
3. At the URL sent to you, select “Video Interpretation" to be connected to an interpreting operator, who will ask about your illness and the hospital that you want to go to.
4. The operator will call the hospital while you remain on the phone. Your appointment date and other details will be discussed in this three-way call between you, the operator, and the hospital.
   *Appointments and inquiries with a hospital can be made on weekdays from 9 A.M. to 5 P.M.

Using an interpreter when receiving an examination



1. Open the Application Form. Choose “If you have chosen a clinic/hospital you want to visit and require a medical interpreter, tap here” and input the required information.
2. Upon submitting the form, an email will be sent to you (usable for 1 week).
3. If interpretation becomes necessary at the hospital, select “Video Interpretation” at the URL sent to you to connect to an interpreting operator who will interpret for you.

*By applying beforehand, you can conveniently use the service right away on the day you visit the hospital.
*Those who have already been sent a URL do not need to fill out the form.
*The interpretation service can be used 24 hours a day, everyday. If you are having trouble at the hospital, please make use of this service.
*For urgent matters, you can directly call 011-211-2121 to use this service as well.
*Once the interpretation begins, follow the interpreting operator’s instructions and either hand your device over to the other person or put it on speakerphone.

■ **For simple conversation such as speaking with receptionists or making a payment**

From the same URL, you can also use machine translation (AI translation).

For Medical Institutions:

1. Call 011-211-2121 and state ① the name of your medical institution, ② your desired language and ③ the current situation.
2. You can make use of audio interpretation in a three-way call going through the interpreting operator (24 hours, everyday).

Help Form

- Please inquire at the following contact regarding any issues related to using this service.