

New Coronavirus Consultation Services

Please refer to the Ministry of Health, Labour and Welfare's "Guidelines for Consultation and Medical Examinations regarding New Coronavirus Infections", and if you have any of the following symptoms, contact the call center in Sendai (TEL: 022-211-3883). Please follow their instructions and be sure to contact your department and send a message as directed to the e-mail address below. When consulting a medical institution, wear a mask, bring the aforementioned check sheets, etc., and avoid using public transportation.

- You have had symptoms suggesting a cold or have had a fever of 37.5°C or over for four days or more (including when you need to continue to take an antipyretic)
- You have a feeling of weariness (fatigue) or shortness of breath (difficulty breathing).

* Please also consult with the consultation center if you are a senior citizen or have an underlying disease, and you have had the symptoms mentioned above for about two days.

[Ministry of Health, Labour and Welfare] Guidelines for Consultation and Medical Examinations regarding New Coronavirus Infections (<https://www.mhlw.go.jp/content/10900000/000596905.pdf>)

Consultation Services:

Miyagi Prefecture and Sendai City Telephone Consultation Service (Call Center):

TEL: 022-211-3883 24 hours (in Japanese)

Ministry of Health, Labour and Welfare Coronavirus Telephone Consultation Service:

TEL: 0120-565653 (toll-free) FAX: 03-3595-2756 9 a.m. ~ 9 p.m. (in Japanese)

Japan National Tourism Organization – Japan Visitor Hotline

The JNTO operates a hotline for visitors to Japan, providing assistance in case of accidents or emergencies, including the new coronavirus.

TEL: 050-3816-2787 365 days, 24 hours a day English, Chinese, Korean

Students: infection2020@grp.tohoku.ac.jp (Student Health Care Center)

Report: Student ID number, name, where you stayed abroad, date on which you returned to/entered Japan, e-mail address, symptoms, whether you currently live at a student dormitory (University House etc.), instructions from the call center

Staff: occupational-health@grp.tohoku.ac.jp (Center for Environmental Conservation and Research Safety)

Report: Department, name, where you stayed abroad, date on which you returned to Japan, e-mail address, symptoms, instructions from the call center

*The information received will be used to help control infectious diseases.

Contact: Environmental Security Division, Human Resources and Planning Department

E-mail : anzen@grp.tohoku.ac.jp