

International Medical Coordination Services Guideline

2nd Edition

March 2025

International Medical coordination companies Association Japan (JIMCA)



Table of Contents

1. Purpose and Background of Developing the Guideline
 - 1-1. Purpose and Background
 - 1-2. Characteristics of International Medical Coordination Services
 - 1-3. Objectives
2. Scope of Application of the Guideline
3. How to Maintain the Quality of International Medical Coordination Services
4. Matters to Be Complied with by International Medical Coordination Companies and Its Implementation System
 - 4-1. Development of Matters to Be Complied with
 - 4-2. About Intermediaries
5. Contents of Record and Evidence to Be Kept and Its Disclosure System
 - 5-1. Records and Evidence Demonstrating the Safety of the Service Provider
 - 5-2. Records and Evidence Demonstrating the Safety of International Medical Coordination Services
6. Relevant Laws and Systems
7. Revision of the Guideline
8. References
 - 8-1. Relevant Laws and Systems
 - 8-2. Examples of “Matters to Be Complied with and Its Implementation System”

1. Purpose and Background of Developing the Guideline

1-1. Purpose and Background

Foreign visitors to Japan with purpose of visiting medical institutions¹ in Japan need detailed preparation, considering Japanese systems and laws, including Japanese health care systems, so that they can get medical services safely at medical institutions in Japan. Foreign visitors need services that provide medical services² as following: checking medical information of patients³, preliminary consultation with medical institutions in Japan, communicating rules about staying in Japan to patients in advance, getting a guarantor for a visa, making an appointment with medical institutions, checking payment for medical expenses, providing interpreting and translation services, general arrangement for staying in Japan, a contact point/person for follow-up after patients return to their own country from Japan. Therefore, international medical coordination companies⁴ (hereinafter referred to as “medical coordination company”) which cooperate with medical institutions and provide these services (hereinafter referred to as “International Medical Coordination Services”⁵) are indispensable.

The number of medical coordination companies has been on the rise since the launch of the Visa for Medical Stay in 2012⁶. However, each medical coordination company has established its own standard, thus, services from medical coordination companies need to

be standardized in order not to cause any trouble. Moreover, along with necessity of establishing an industry association by medical coordination companies and rise of recognition of necessity of mutual information exchanges regarding the best practice and risk management⁷, some issues have often been pointed out regarding which company can be trusted by patients and medical institutions.

As medical coordination companies, each company sets its own rule since there is no standard used in the industry. Therefore, medical coordination companies have been uncertain whether they are conducting appropriate business, and it has been hard for patients and medical institutions to choose a medical

¹Medical Institution: Japanese medical institutions, which provide medical services to patients.

² Medical services: Medical practices by medical institutions and accompanying services, such as medical treatment, medical checkup, physical examination, medical examination, consultation, second opinion and prescription.

³ Patient : A user of International Medical Coordination Services, i.e. foreign visitors to Japan, who visit medical institutions in Japan, or whose purpose of coming to Japan is visiting medical institutions without taking out public health insurance. Or patients and persons concerned who medical coordination companies make a contact with and an accompanying person of patients.

⁴ International medical coordination companies: Companies or persons that provide medical coordination services to patients.

⁵ International Medical Coordination Services: Non-medical services provided to patients, such as checking medical information of patients, preliminary consultation with medical institutions in Japan, communicating rules about staying in Japan to patients in advance, getting a guarantor for a visa, making an appointment with medical institutions, checking payment for medical expenses, providing interpreting and translation services, general arrangement for staying in Japan, a contact point/person for follow-up after patients return to own country from Japan.

⁶ The number of registered guarantors for Visa for Medical Stay: A list of 148 companies registered by Ministry of Economy, Trade and Industry (registered guarantors (medical coordinators etc.): Updated on February 28, 2025) and 71 companies registered by Japan Tourism Agency (registered guarantors (registered travel agencies): Updated on February 28, 2025).

⁷ The summary report of the Study Group on the International Expansion of the Health and Medical-related Industries (Inbound).

https://www.meti.go.jp/policy/mono_info_service/healthcare/iryou/downloadfiles/kenkoiryou_inbound.pdf

coordination company, judging from the quality of their services fairly. This is why “International Medical Coordination Companies Association Japan (JIMCA)” (hereinafter referred to as “association”) is established by medical coordination companies, and this guideline was developed.

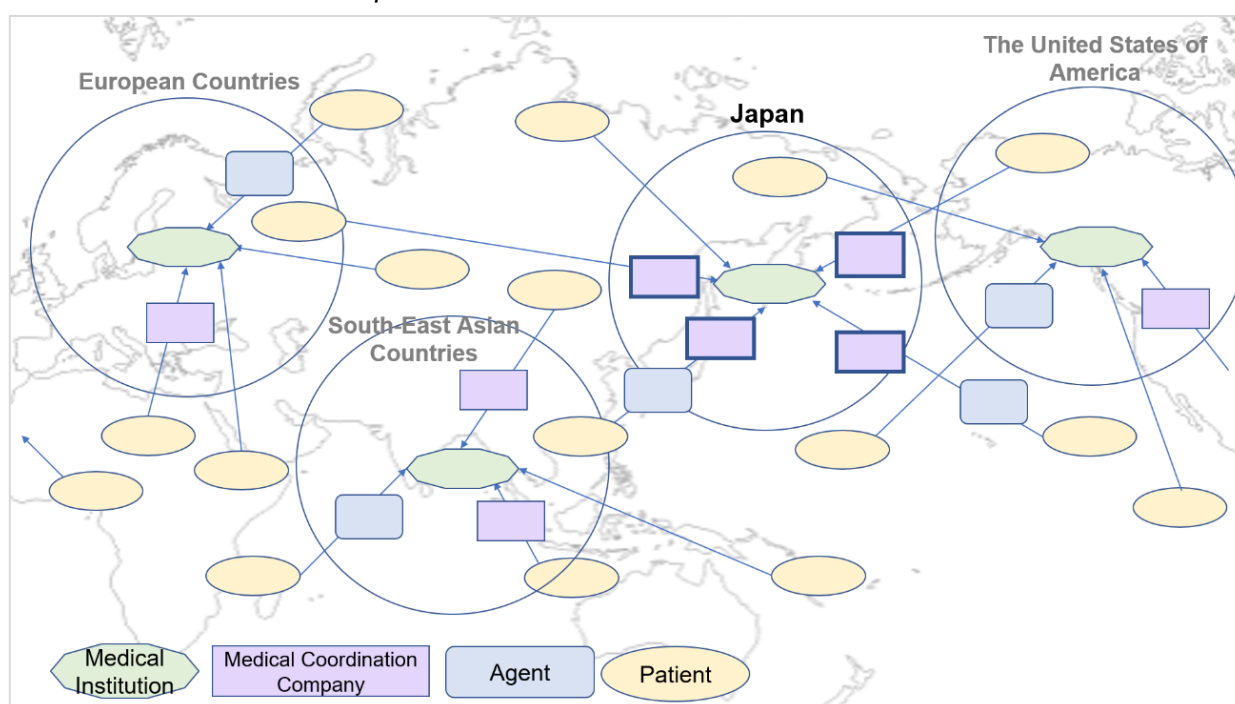
It should be noted that since developing this guideline was coincided with COVID-19 pandemic, this guideline was designed to be the basic accepted in the industry, considering varied border measures depending on the situation. Through experiences that patients were able to visit Japan because a visa for Medical Stay was issued humanely even under the tight border restrictions, we had an opportunity to reaffirm significance and importance of the guideline in this industry.

1-2. Features of International Medical Coordination Services

International Medical Coordination Services are necessary in order for patients to get medical services in Japan safely and properly, before patients come to Japan, during patients’ stay in Japan and after patients return home. International Medical Coordination Services have features as following.

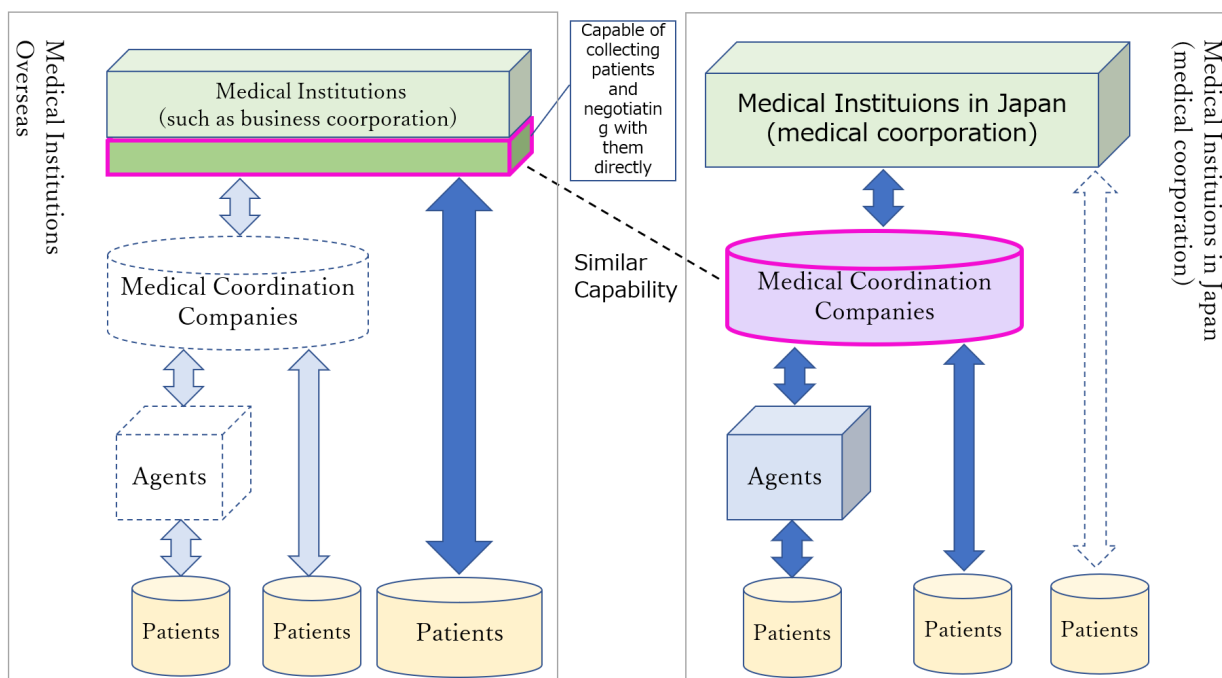
- Patient consider if Japan can be the destination based on medical services provided by medical institutions (See Table 1). Therefore, it is necessary that medical coordination companies provide services to patients with close corporation with medical institutions.

Table 1 Patient consider if Japan can be the destination.



- Services are basically provided by medical coordinate companies towards patients and generally provided with medical services by medical institutions. In some foreign countries, there are many cases where medical institutions themselves provide International Medical Coordination Services, however, in Japan, providing services is generally offered by medical coordinate companies. (See Table. 2)

Table 2 Differences between medical institutions overseas, where they receive many patients from overseas, and medical institutions in Japan



(Some medical institutions overseas are business corporations from which can reinvest retained earnings into not only medical practices but also its services themselves. However, medical institutions in Japan can reinvest only in medical practices, therefore, is it hard for medical institutions to spend their budget to persons responsible for dealing with people from overseas. That is why medical coordination companies take this duty.)

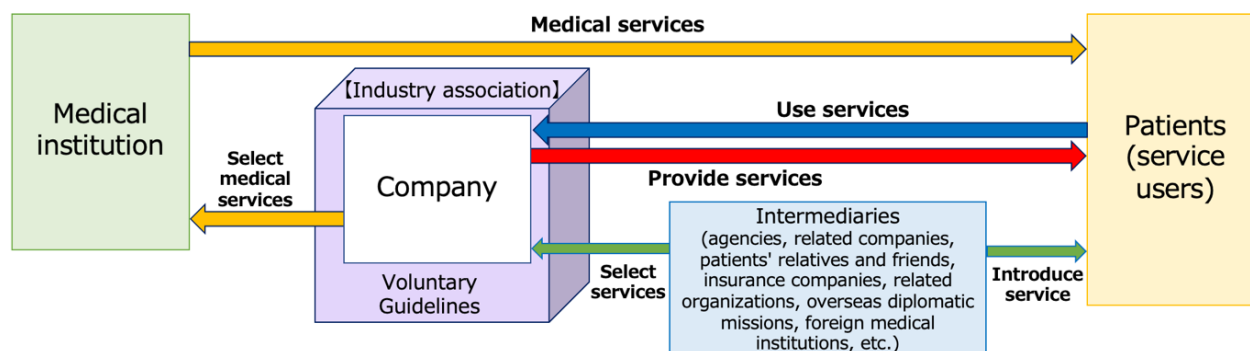
- International Medical Coordination Services contain various elements such as checking medical information of patients, preliminary consultation with medical institutions in Japan, communicating rules about staying in Japan to patients, getting a guarantor for a visa, making an appointment with medical institutions, checking payment for medical expenses, providing interpreting and translation services, general arrangement for staying in Japan, contact point/person for follow-up after patients return to own country from Japan (See Table 3).

Table 3 Various Elements in International Medical Coordination Services

Before Patients come to Japan	During Patients' Stay in Japan	After Patients Return Home
<div>Receiving an inquiry from patients, confirming medical information & detailed needs of patients</div> <div>Consulting with medical institutions and confirming whether patients can get medical examination and treatment or not</div> <div>Making an appointment with medical institutions and checking condition of patients</div> <div>Communicating instruction and rules of medical examination from medical institutions and receiving medical expenses in advance</div> <div>Arranging support related to getting a guarantor for a visa and traveling and staying in Japan</div>	<div>Support & confirmation on arrival : confirming a place to stay, supporting an accompanying person, and checking a schedule</div> <div>Going to medical institutions: getting guarantor for a visa, comprehending medical examination and treatment, managing a schedule and medical Providing interpreting and translation</div> <div>Settling medical expenses and arranging documents of medical information</div> <div>Supporting patients to return to their country and settling expenses</div> <div>Confirmation of Departure</div>	<div>Follow-up Serving as a contact point/person between medical institutions and patients for follow-up after returning from Japan</div>

• There are some cases where agents⁸ get involved in between medical coordination companies and patients until International Medical Coordination Services are provided. However, International Medical Coordination Services are generally provided to patients directly. Moreover, communication between medical institutions and patients is conducted through medical coordinate companies (See Table 4).

Table 4 International Medical Coordination Services are provided to patients directly



1-3. Purpose

The main purpose of developing this guideline is to provide medical services by medical institutions smoothly and in order for patients to get medical examination and treatment safely, by improving the quality of International Medical Coordination Services. Moreover, as a result of this, better medical coordination companies will be selected by patients and medical institutions and build a trusting relationship with relevant government ministries and agencies, and related associations. It is expected that this will lead to healthy development in an entire industry.

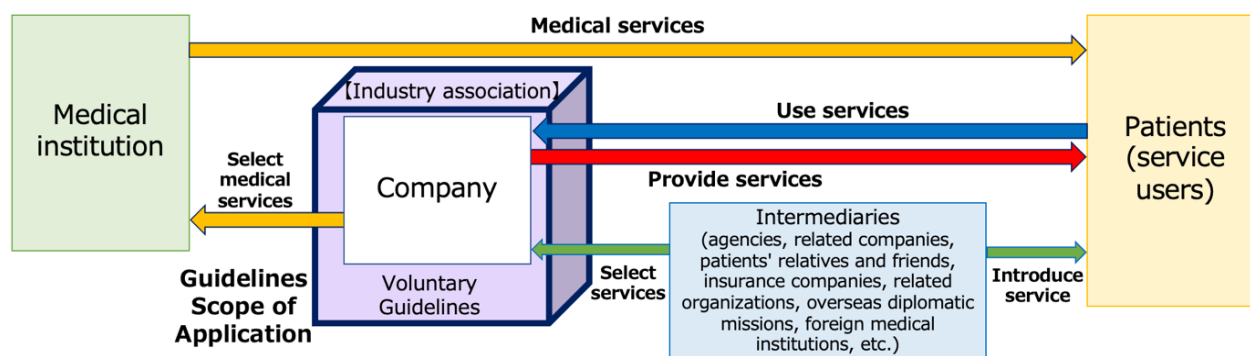
2. Scope of Application of the Guideline

This guideline applies to medical coordination companies (See Table 5). International Medical Coordination Services by medical coordination companies are provided to patients, therefore, users of services are patients. On the other hand, a close cooperative relationship between medical institutions and medical coordination companies is required.

In some cases, agents, who refer or select services by medical coordination companies, can be involved in between patients and medical coordination companies or medical institutions and medical coordination companies.

⁸ Agents: Companies or persons who are not medical coordination companies, and refer and select services by medical coordination companies for patients.

Table 5 Scope of Application of the Guideline



3. How to Maintain the Quality of International Medical Coordination Services

To maintain the quality of International Medical Coordination Services, our association makes a self-declaration as an industry association based on “The Way How Health Care Service Guidelines Should Be” specified by Ministry of Economy, Trade and Industry. Complying with the guideline is eligibility to become a regular member of our association. It is required for a semi-member and an individual member who are involved in International Medical Coordination Services to comply with the guideline.

In the future, we will develop a certification system and aim to establish a structure in which each medical coordination company can maintain the quality of services with the certification by our association.

4. Matters to Be Complied with by International Medical Coordination Companies and Its Implementation System

Matters to be complied with by medical coordination companies and its implementation system shall be developed concretely by each medical coordination company from three points of view: safe medical support, legal compliance, and credibility. Examples of “Matters to Be Complied with & Its Implementation System” each medical coordination company shall develop are shown in 8. “Reference” 8-2. Moreover, if agents get involved in, communication and the extent of responsibility shall be sufficiently noted.

4-1. Developing Matters to Be Complied with

When medical coordination companies provide services complying with the guideline, they shall develop matters to be complied with and its implementation system from three points of view: safe medical support, legal compliance, and credibility.

Matters to be complied with and its implementation system shall be developed along with processes of accepting patients (before patients come to Japan, during patients’ stay in Japan and after patients return home). Items pertinent to deal with relevant government ministries and agencies, and related associations and improve services of medical coordination companies themselves are also included.

4-2. Agents

In some cases, agents who refer and select services by medical coordination companies to patients can be involved in. If agents get involved in, medical coordination companies shall specify the extent of responsibility of agents and pay enough attention to them by confirming in writing if necessary, so that agents will not provide wrong information to patients.

5. Contents of Record and Evidence to Be Kept and Its Disclosure System

Medical coordination companies shall keep record and evidence demonstrating objectively the quality of services in case they need to be disclosed.

5-1. Record and Evidence Showing Safety of Medical Coordination Companies

- Not an antisocial individual or group
- Submit a notification of registration of a corporation or opening of an individual business, and publish a business's overview on the website and so forth.
- Have an appropriate service system, such as maintaining registration as a registered guarantor for Visa for Medical Stay.
- Never received a disposition by public authorities, such as a regulatory body, or committed legal violation.

5-2. Record and Evidence Showing Safety of International Medical Coordination Services

- Record and Evidence showing interaction and agreements with patients
- Record and Evidence showing interaction and agreements with medical institutions
- Required documents pertinent to systems

6. Relevant Laws and Systems

Laws and systems to be complied with when medical coordination companies provide International Medical Coordination Services are shown at 8. "Reference" 8-1 of this guideline as relevant Japanese laws which should be particularly noted based on concrete problematic cases.

Regarding an overview of foreign laws and regulations, particularly concerning the handling of personal information in China, it is also organized in Section 8, "References," 8-1.

However, medical coordination companies shall note that there are some other laws and systems to be complied with which are not shown in this guideline and, in case that patients and agents live or locate overseas, laws in the country and region may be applied.

7. Revision of the Guideline

The guideline shall be reviewed every two years based on the situation as following and revised if necessary.

- At the launch of a certification system by our association
- When any changes of assumed agents and users, or needs changes of agents and users are confirmed.
- When there are any changes in relevant laws
- When services by medical coordination companies require new evidence data
- When safety of medical services and its effects of prevention and health are re-verified.
- When there is a possibility of providing new medical services
- When matters specified in this guideline are deemed to be necessary to be revised depending on status of medical coordination companies' compliance
- In other cases, when there are deemed to be necessary to be revised the guideline depending on changes in socio-economic conditions, etc.

8. References

8-1. Relevant Laws and Systems

(Japan)

	Primary Item	Secondary Item	Main Relevant Laws, Guidelines and Standards	Overview of Regulations
1	Transportation and accommodation in Japan for patients	Accommodation and itinerary in Japan for patients	Travel Agent Law Article 3	<ul style="list-style-type: none"> • A person who intends to engage in a tour business or travel agency has to get registration by the commissioner of the Japan Tourism Agency. • The definition of “Tour Business” and “Travel Agency” shall be referred to Article 2 of the law. • There are penal regulations for violation.
		Transportation services in Japan for patients	Road Transportation Law Article 4, Paragraph 1	<ul style="list-style-type: none"> • A person who engages in transporting passengers by an automobile for remuneration in order to meet the needs of others has to obtain authorization from Minister of Land, Infrastructure, Transport and Tourism. • There are penal regulations for violation.
2	Providing information and Advertisement to Patients	Medical Advertisement	<ul style="list-style-type: none"> • Medical Care Act Article 6-5 and Enforcement Regulations on the Medical Care Act Article 1-9 • “Guideline for Advertisement of a Medical Practice, Dental Practice, Hospital, or Clinic” (Guideline for Medical Advertisement) • Act on Securing Quality, Efficacy and Safety of Products Including Pharmaceuticals and Medical Devices From Article 66 to 68 • “Code of Fair Practices in the 	<ul style="list-style-type: none"> • In order to provide objective and accurate information to patients and help patients select services, false advertisement, comparative advertisement, exaggerated advertisement, advertisement that is against public policies and misleading advertisement regarding treatment and its effect is prohibited. Basically, matters that can be advertised are limited. • A person subject to this regulation is referred to as “any party”, and international medical coordination companies are also included. • There can be direct and indirect penal regulations for violation. Cases of violation can be

			Advertising of Drug and Related Product” (No. 0929 Issue .4 Attachment Notified by the Director of Pharmaceutical Safety and Environmental Health Bureau, Ministry of Health, Labor and Welfare on September 29 th , 2017.)	publicized.
		Other Regulations regarding advertisement and its display	Health Promotion Act Article 65, Act against Unjustifiable Premiums and Misleading Representations Article 5, and Unfair Competition Prevention Act Article 2, Paragraph 1, Item 20, and so forth	<ul style="list-style-type: none"> It is prohibited to make an indication that is significantly contrary to a fact regarding effects of health maintenance and improvement regarding an article sold as a food product and give a misleading indication regarding The quality of services of medical coordination companies.
3	Handling of Personal Information	Rules of Handling Personal Information in Japan	<ul style="list-style-type: none"> Act on the Protection of Personal Information Chapter 1 and Chapter 4 “Guidelines on the Act on the Protection of Personal Information (Volume on General Rules)” (Notification of the Personal Information Protection Commission No.6 in 2016) “Guidelines on the Act on the protection of Personal Information (Volume on Provision to a Third Party in a foreign country)” (Notification of the Personal Information Protection Commission No.7 in 2016) “Guidelines on the Act on the protection 	<ul style="list-style-type: none"> Rules of handling personal information are specified as following: specification of the purpose of utilization, restriction by the purpose of utilization, proper acquisition of personal information, notice of the purpose of utilization at the time of acquisition, maintenance of the accuracy of data, and prior consent of the person is generally required when personal information is provided to a third party. In international medical services, other personal Information, such as past medical history of patients, results of medical check-up, medical treatment procedures and prescription, and other medical information, is handled. Therefore, it should be noted that the information shall be deemed as “special care-

			<p>of Personal Information (Volume on Confirmation and Record-Keeping Obligations upon Third-Party Provision)” (Notification of the Personal Information Protection Commission No. 8 in 2016)</p> <p>• “Guidelines for Appropriate Handling of Personal Information as a Party Who Is Involved in Medical and Nursing Care Business” (Ministry of Health, Labor and Welfare)</p>	<p>required personal information” and dealt with special consideration.</p>
		<p>Rules of Handling Personal Information in a Country and Region Outside of Japan</p>	<p>• Laws pertinent to protection of personal information in a country and region where patients live</p>	<p>• Not only in case that offices are located in a country or region outside of Japan, but also that there is no office in the country or region, laws pertinent to protection of personal information in the country or region are frequently applied to when providing services and handling personal information of a person who lives in the country or the region. It is necessary to check relevant laws of an applicable country and region and comply with them.</p>
		<p>Regulation of Cross-Border Data Transfer</p>	<p>Laws regarding protection of personal information in Japan or in a country and region where patients live.</p>	<p>• In case that data is transferred to beyond a border or region, laws frequently impose more strict requirements than transferred within a country or region. It is necessary to check relevant laws of an applicable country and region and comply with them.</p>

4	Handling Visa	Registration Standards for Registered Guarantors for Visa for Medical Stay	<ul style="list-style-type: none"> • “Registration Standards for Registered Guarantors (medical coordinators) Pertinent to Visa for Medical Stay” (Ministry of Foreign Affairs and Ministry of Economy, Trade and Industry) • “Registration Standards for Registered Travel Agencies Pertinent to Visa for Medical Stay” (Ministry of Foreign Affairs and Japan Tourism Agency) 	<ul style="list-style-type: none"> • As requirements for registration for registered guarantors pertinent to Visa for Medical Stay, a party shall meet requirements as following: organizing a system which a personnel who has necessary language ability for smooth services of accepting a patient into medical institutions in Japan and in case that emergencies related to services happened anywhere in Japan, developing a system to deal with the emergencies promptly and enforcing a support system such as cooperating with relevant authorities. • It is specified that if a party is deemed not to meet registration requirements, the registration can be rescinded even after the registration.
		Penal Regulations for Committing Illegal Entry or Landing	Immigration Control and Refugee Recognition Act Article 74-6	A person who facilitates illegal entry or landing for the purpose of profit shall be punished.
5	Receiving Compensation from Medical Institutions		<ul style="list-style-type: none"> • Rules for Health Insurance-Covered Medical Facilities and Medical Practitioners Article 2-4-2 (Notification of Ministry of Health and Welfare No.15 in 1957) • Answer from Ministry of Health, Labor and Welfare as of June 19, 2020 pertinent to application matters of System to Remove Gray Zone Areas 	<ul style="list-style-type: none"> • Insurance-covered medical institutions must not induce patients to get medical treatment from its own medical institution by providing money and other articles as compensation for referring patients to medical coordination companies or its employees, and economic benefits which can impair the sound operation of health insurance business. • However, it is accepted that medical institutions, which provide medical treatment both covered and not covered by insurance, pay referral fee pertinent to medical treatment not covered by insurance (such as medical checkup and vaccination) to a referrer.

6	Abusing of Health Insurance Card		National Health Insurance Act Article 5 and Article 6, Item 11 and National Health Insurance Act Enforcement Regulation Article 1 Health Insurance Act Article 5 and Article 6 and Health Insurance Act Enforcement Regulation Article 37-2 and Article 37-3 Penal Code Article 246	<ul style="list-style-type: none"> Obtaining health insurance card illegally and getting medical services using health insurance card illegally obtained can be fraud in accordance with National Health Insurance Act, Health Insurance Act and Penal Code. <p>※Reference: “How to verify personal identification at insurance-covered medical institutions”</p>
7	Risk Aversion on Business Deal		Civil Code Article 415, 709 and 715.	<ul style="list-style-type: none"> Regarding mistranslation by interpreters, there is a possibility of getting a claim for compensation by patients for loss or damage as liability for non-performance or torts based on the contract. Necessity of establishing a system and prior confirmation of a contract between the parties in order to reduce such risks mentioned above.

※<https://kouseikyoku.mhlw.go.jp/hokkaido/info/tsuchi/sonota/000119110.pdf>

(Foreign: China)

China has strict regulations regarding the handling of personal information. There are points that everyone involved in international medical coordination must be careful about, such as notifications to Chinese authorities and the description of necessary matters while doing various operations.

China Personal Information Protection Law (Provisional translation by the Personal Information Protection Commission):

https://www.ppc.go.jp/enforcement/infoprovision/laws/offshore_report_china/

Standard Contract (SCC: Chinese, National Internet Information Office):

<https://www.cac.gov.cn/rootimages/uploadimg/1678884832607075/1678884832607075.pdf>

Key Points:

- Patients have various rights regarding their personal information. When they make requests based on these rights, Japanese businesses and medical institutions must comply.
- The China Personal Information Protection Law prescribes penalties, and Japanese handlers of personal information are also subject to these regulations.
- Definition of Personal Information: All personal information handled in international medical coordination is defined as “sensitive personal information” and is subject to regulation. “Sensitive personal information” refers to information that, if leaked or misused, could violate a person’s

dignity or threaten their property or safety. This includes medical/health information—i.e., the patient's medical condition, medical history, information about medical institutions he/she visited (for example, medical certificates, test reports, referral letters), image files, and any other medical information of the patient.

- It is necessary to establish an agent or specialized institution in China.
- International medical coordination operators and medical institutions that accept patients directly without going through operators and intermediaries (local agents), must obtain consent in Chinese from each patient regarding the handling of their personal information.
- When handling personal information, it is necessary to provide information about the handling of personal information and privacy policies in Chinese via consent forms.
- When a personal information handler transfers personal information to a third party, they must notify the patient and obtain consent.
- When outsourcing the handling of personal information, an agreement with the outsourced party is required. This agreement should be made in addition to documents based on existing Japanese law.

(When there is an intermediary between the patient and the operator, e.g., a local agent)

- The intermediary may handle the collection and notification of personal information from the patient in a consolidated manner.
- Intermediaries that handle a certain number of personal information records are required to store the personal information within China.
- When the intermediary transfers personal information from China across borders, it is easier to implement if a Standard Contract (SCC)—which does not require evaluation or certification by Chinese authorities—is concluded with the recipient.
- Japanese personal information handlers receiving the information are required to enter into SCC with the local agent and follow Chinese regulations.
- When a patient sends personal information directly to a Japanese personal information handler, cross-border transfer regulations do not apply.

8-2. Examples of “Matters to Be Complied with and Its Implementation System”

Medical coordination companies shall develop matters to be complied with and its implementation system, referring to examples specified in this item.

(1) Dealing with Patients

【Before Patients Come to Japan】

	Matters to Be Complied with & Its Implementation System	Category
1	Comprehending detailed needs of patients as well as medical information.	Safe Medical Support
	1-1. Making appropriate decisions based on medical information, with taking needs of patients into consideration, in selecting a medical institution to get medical consultation.	Safe Medical Support
	1-2. Confirming if patients truly need medical examination and treatment in Japan and not intend to enter Japan exploiting a position as a patient.	Legal Compliance
2	Do not induce patients intentionally putting priority on interests in selecting a medical institution to get medical consultation.	Safe Medical Support

3	Giving instruction and an explanation from medical institutions to patients accurately. Explaining patients that getting medical examination and treatment from medical institutions in Japan does not guarantee complete cure of disease, and not giving patients excessive expectation for getting medical services in Japan.	Legal Compliance Safe Medical Support
4	Giving an explanation and getting understanding from patients before they come to Japan regarding matters as following <ul style="list-style-type: none"> ▪ A process of getting medical examination and treatment at medical institutions in Japan and necessity of deciding which medical institution patients will get examination at and treatment, before coming to Japan. ▪ Rules about a visa including Visa for Medical Stay ▪ Differences in custom, and features of medical institutions in Japan ▪ Rules in medical institutions ▪ General health care systems, such as an insurance system ▪ Necessity of taking out travel accident insurance 	Safe Medical Support Legal Compliance Safe Medical Support
5	Closing a contract with patients regarding medical coordination and dealing with personal information in accordance with 4 as above.	Legal Compliance
	5-1. Specifying the cost of medical expenses and other expenses.	Safe Medical Support
	5-2. Receiving medical expenses in advance.	
	5-3. Managing deposited medical expenses appropriately.	
	5-4. Confirming paying capacity of patients, considering that medical examination and treatment may require more expenses than expected.	
6	Setting a schedule of medical examination and treatment through consultation and confirmation with medical institutions and making an appointment for patient's first visit.	Safe Medical Support
	6-1. Checking internal devices of patients, and report it to medical institutions.	
	6-2. Confirmation of condition and existence of infectious diseases of patients.	
7	Using a visa to stay in Japan properly such as Visa for Medical Stay and developing a system for that. <ul style="list-style-type: none"> ▪ Setting a reasonable schedule for medical examination and treatment and staying in Japan ▪ An accompanying person is proper ▪ Needs of Multiple Entry Visa is properly determined. ▪ Status of residence is confirmed. ▪ Scheduling a travel route suited to condition of patients. ▪ Making a proper arrangement and a reservation for a place to stay for patients. 	Legal Compliance
8	Checking rules regarding entering Japan and tell the rules to patients.	Safe Medical Support
9	In case that communication to patients is made through agents,	Safe Medical Support
	9-1. Ensuring that agents are aware of matters to be complied with, and instructing them to communicate with patients based on that effect.	
	9-2. Disclosing information properly based on record and evidence when an inquiry is made by agents regarding services provided by medical coordination companies.	
10	Communicating clearly the policy regarding the suspension or cancellation of medical visits to both patients and intermediaries.	Safe Medical Support

【During Patients' Stay in Japan】

	Matters to Be Complied with & Its Implementation System	Category
11	Getting medical examination and treatment based on instruction from medical institutions. 11-1. An attendant is present for patients to get examination and treatment on the appointment date, and check the examination and treatment. 11-2. The attendant shall be a person in charge who comprehends examination and treatment well. 11-3. Managing the quality of interpreters. The interpreter tells instruction from medical institutions properly whether it is given orally or in writing. 11-4. Complying with rules about receiving medical examination and treatment at medical institutions. 11-5. Trying to get medical examination and treatment safely and without any trouble. If there should be advice or notice from medical institutions, a person in charge shall tell advice or notice to a patient and seek improvements. 11-6. Making sure that medical coordination companies make contact with medical institutions through a person in charge in order not to cause any trouble caused by patients, such as negotiating lower medical expenses to medical institutions.	Safe Medical Support
12	Do not take patients to medical institutions without making a reservation in advance.	Safe Medical Support
13	Even if needs of patients does not meet in the end, the person in charge shall tell the reason to patients clearly and get understanding from them.	Safe Medical Support
14	Always managing a plan, place to stay, and contact of patients and contacting patients. 13-1. Always getting a grasp of behavior of an accompanying person of patients. 13-2. Complying with relevant laws when arranging accommodation and transportation.	Safe Medical Support Legal Compliance
15	In case that agents get involved in, information can be shared with agents, if necessary, with due care and attention.	Safe Medical Support
16	Communicating clearly the policy regarding the suspension or cancellation of medical visits to both patients and intermediaries.	Safe Medical Support

【After Patients Return Home】

	Matters to Be Complied with & Its Implementation System	Category
17	Being able to contact patients appropriately in accordance with medical examination and treatment and instruction from medical institutions (a patient's doctor).	Safe Medical Support
18	Even after treatment in Japan, getting proper medical consultation with medical institutions where a patient got examination and treatment, in accordance with the patient's needs.	Safe Medical Support
19	In case that agents get involved in, information can be shared with agents, if necessary, with due care and attention.	Safe Medical Support

(2) Dealing with Medical Institutions

【Before Patients Come to Japan】

	Matters to Be Complied with & Its Implementation System	Category
20	Consulting with medical institutions whether patients can get medical examination and treatment or not through contract and partnership with institutions. Regarding a medical institution which does not have contract nor partnership with, medical coordination	Safe Medical Support

	companies shall check if the medical institution can provide medical examination and treatment to foreign visitors, and make an agreement after confirming policies and rules of the medical institution.	
	18-1. Making proper contact to a contact point/person for foreign visitors specified by medical institutions.	Safe Medical Support
	18-2. At the beginning of consultation, telling that whether patients get medical examination and treatment or not is not confirmed, therefore, there is a possibility of cancellation, and getting an agreement with medical institutions.	
	18-3. Confirming medical examination and treatment procedures and rules specially applied to foreign visitors.	
21	Providing required information (based on instruction from medical institutions) regarding whether patients can get medical examination and treatment or not accurately and appropriately. Handling personal information with care.	Legal Compliance
	19-1. Telling detailed needs of patients as well as medical information.	Safe Medical Support
	19-2. Comprehending underlying diseases and past medical history of a patient and consulting with medical institutions based on these appropriately whether the patient can be accepted or not.	
	19-3. Confirming and telling information in advance regarding an accompanying person on a patient's visit to Japan.	
22	Confirming mutually regarding emergency contact details and a handling method.	Safe Medical Support
23	Checking infectious disease prevalence in a country and region from which patients come as much as possible, and paying attention to infection risk for all persons who visit medical institutions.	Safe Medical Support
24	An exclusive contract cannot be requested.	Legal Compliance

【During Patients' Stay in Japan】

	Matters to Be Complied with & Its Implementation System	Category
25	Confirming medical examination, treatment and expenses with medical institutions, and getting an agreement from patients whenever there are any changes in a plan.	Safe Medical Support
26	Cooperating closely with a person in charge from medical institutions and sharing information with the person, especially while a patient is hospitalized.	Safe Medical Support
27	Interpreting will be conducted by a person who has a qualification of medical interpreting or has an equivalent level of that. Or a rule for utilizing an interpreter, such as, that interpreting shall be conducted by a person with experience of medical interpreting, shall be established. In some interpreting cases, an interpreter is deemed to be capable after getting an agreement from medical institutions and patients.	Safe Medical Support
	25-1. Conversation and interpreting during medical examination and treatment are recorded only after receiving an approval of concerned parties on that site.	
28	If matters, which do not clearly comply with rules of medical institutions, should occur by request from patients, making appropriate action such as reporting to and consulting with medical institutions and setting up a forum for discussion with patients	Safe Medical Support
29	Completing services agreed in advance with medical institutions.	Credibility
30	Always managing a medical consultation schedule of a patient through comprehending medical examination and treatment, and making a reservation for the patient's next consultation if necessary.	Safe Medical Support

31	Making an adjustment in a timely and appropriate manner in order to set a payment schedule in accordance with a medical examination schedule.	Safe Medical Support
32	Medical expenses after medical examination and treatment shall be settled without any delay in accordance with terms of a prior agreement.	Credibility
33	Being able to check in advance regarding necessary medical examination after a patient returns home and whether patients can take medicine appropriately in patient's own country. (On patient's own responsibility, the patient can follow instruction from medical institutions after returning from Japan).	Safe Medical Support

【After Patients Return Home】

	Matters to Be Complied with & Its Implementation System	Category
34	Being able to report condition of patients after they return home in case of receiving instruction from medical institutions	Safe Medical Support
35	Giving an explanation of a prescription in accordance with instruction from medical institutions.	Safe Medical Support

(3) Dealing with Relevant Government Ministries and Agencies, and Related Associations.

	Matters to Be Complied with & Its Implementation System	Category
36	Complying with rules as a registered guarantor pertinent to Visa for Medical Stay. Developing a necessary system for that.	Legal Compliance
37	Comprehending rules specified by related associations.	Credibility
38	Working to comprehend issues and problems on site. Reporting to and asking for advice on solution if necessary from relevant government ministries and agencies.	Credibility
39	Providing appropriate information if necessary to relevant government ministries and agencies, and related associations.	Credibility

(4) Implementation System, Improving Service Quality and Promotion of Medical Coordination Companies

	Matters to Be Complied with & Its Implementation System	Category
40	Working to improve quality of own services. Working to improve ability of coordinators and interpreters through education.	Credibility
41	Excluding anti-social forces.	Credibility
42	Securing of soundness in finance.	Credibility
43	Conducting a promotion appropriately both domestically and internationally (for example, copyrighted works, such as pictures or data, cannot be used without permission).	Legal Compliance
44	Do not defame concerned parties such as patients, medical institutions and medical coordination companies.	Credibility

As of February 2023

International Medical coordination companies Association
Review Committee Members:

Mr. Tsuneo Sakai, President and CEO, Japan Hospital Mutual Aid Association

Dr. Serina Okamura, Associate Professor, International University of Health and Welfare

Mr. Hiroaki Kamakura, Lawyer

Mr. Yoshiyuki Ochiai, International Organization for Medical Support to Foreign Visitors

{The end}

First Edition: February 2023

Second Edition: March 2025