

Kyoto International Conference Center Emergency Preparedness Plan

Kyoto International Conference Center
June 2025

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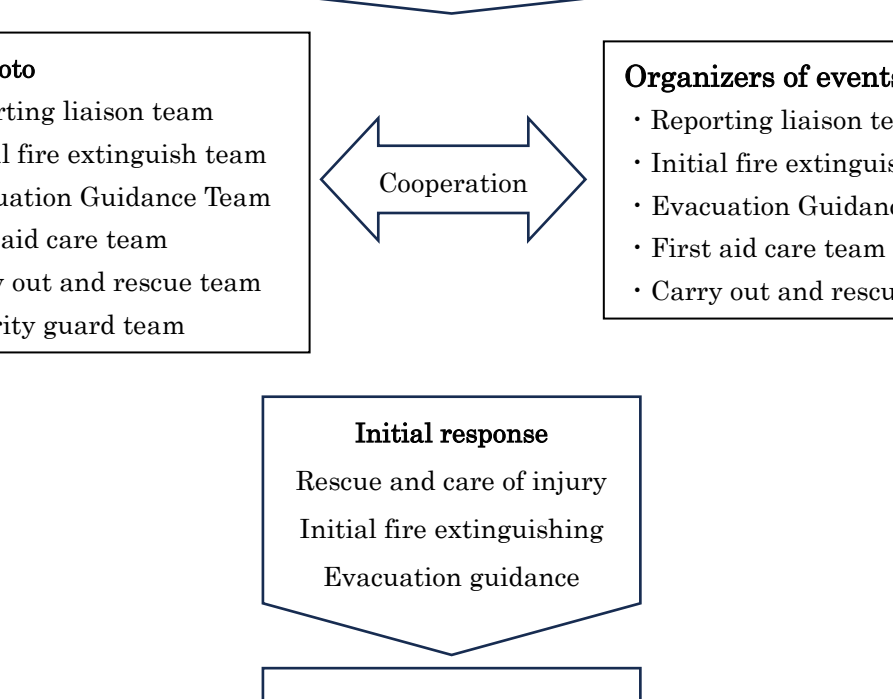
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Evacuation routes
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Evacuation routes

Kyoto International Conference Center (ICCKyoto) has prepared this guide to provide organizers of events with an understanding of the characteristics of the Center's facilities and its fire and disaster prevention systems. ICCKyoto also explain the cooperation and communication between us and the event organizers and what you need to know in case of a fire, earthquake, incident, or accident, and other matters.



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graph TD; A[Occurrence of disaster] --> B[ICC Kyoto]; A --> C[Organizers of events]; B <--> |Cooperation| C; B --> D[Initial response]; C --> D; D --> E[Continue or stop the event];
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Occurrence of disaster

ICC Kyoto

- Reporting liaison team
- Initial fire extinguish team
- Evacuation Guidance Team
- First aid care team
- Carry out and rescue team
- Security guard team

Cooperation

Organizers of events

- Reporting liaison team
- Initial fire extinguish team
- Evacuation Guidance Team
- First aid care team
- Carry out and rescue team

Initial response

Rescue and care of injury

Initial fire extinguishing

Evacuation guidance

Continue or stop the event

1. General Information

(1) Overview

1) Location

Iwakura-Osagi-cho 422, Sakyo-ku, Kyoto City

2) Site area

156,000 m²

3) Main Building

Opening date: May 21, 1966

Total floor space: 33,400 m²

4) Event Hall

Opening date: April 22, 1985

Total floor space: 8,600 m²

5) Annex Hall

Opening date: April 1, 1988

Total floor space: 4,200 m²

6) New Hall

Opening date: October 1, 2018

Total floor space: 4,500 m²

7) Underground walk through

Opening date: November 19, 1997

Total length: approx. 185 m

8) Dedicated road in the Center

Opening date: May 21, 1966

Total length: Approx. 900 m (double lane) ※single lane road

(2) Facility information

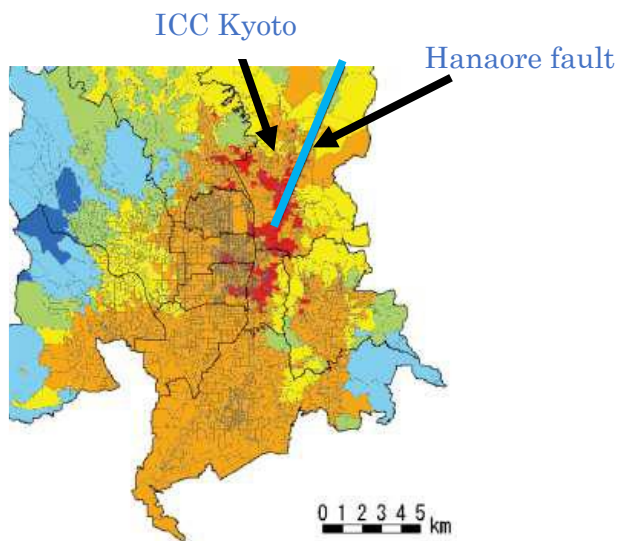
ICC Kyoto, a renovation work to secure 1.25 times of new quake-resistance standards defined in Building Standards Act of Japan was completed (ICC Kyoto is classified into Category II of the earthquake-resistance of governmental facilities) in March 2014. Now we enhance earthquake safety and is more reliable facility to be used at ease.

(3) Disaster Agreement with Kyoto City

In November 2011, the ICC Kyoto concluded an "Agreement on Emergency Response Activities in the Event of a Disaster" with the City of Kyoto, which stipulates that we will cooperate in emergency response activities in the event of a disaster, such as serving as an evacuation site for local residents and as a base of operations for the fire department, police department, Self Defense Forces, etc. As a base storage facility, ICC Kyoto stores supplementary food (sweet beans jellies), drinking water (PET bottles), portable toilets and other Kyoto City-owned stockpiled supplies.

(4) Predicted earthquake, and its effects and damages

In Earthquake Countermeasures Section of the Regional Disaster Prevention Plan of Kyoto City (revised in December 2024), Scenario for earthquake and damage are expected as below.



1) Active fault and earthquakes expected to have a significant impact on relevant areas

a. Hanaore fault

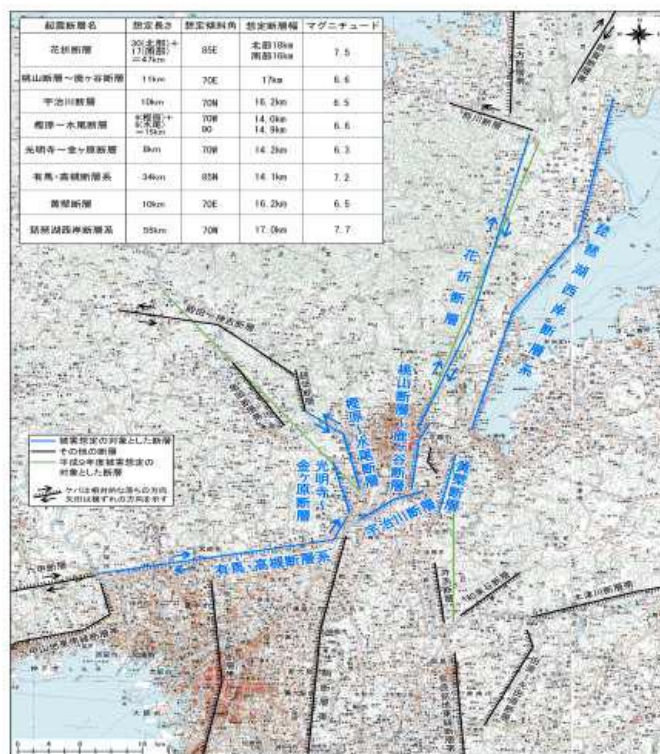
In almost all urban areas of Kyoto City, the earthquake caused by the Hanaore fault will measure more than a lower 6 on the Japanese intensity scale, while in all parts of the flat plane around the City, it will measure more than an upper 5. Of this, in some parts of Sakyo-ku (including ICC

Kyoto), Higashiyama-ku, Kita-ku, Kamigyo-ku, Nakagyo-ku, Shimogyo-ku, and Yamashina-ku, it will measure 7, the maximum seismic intensity on the scale.

b. Nankai, Tonankai earthquakes

In almost all urban areas of Kyoto City, the earthquake will measure an upper 5, in some parts of Fushimi-ku, Higashiyama-ku, Yamashina-ku and Nishikyo-ku, it will measure a lower 6.

2) Major active faults in neighboring areas (Blue lines are faults.)



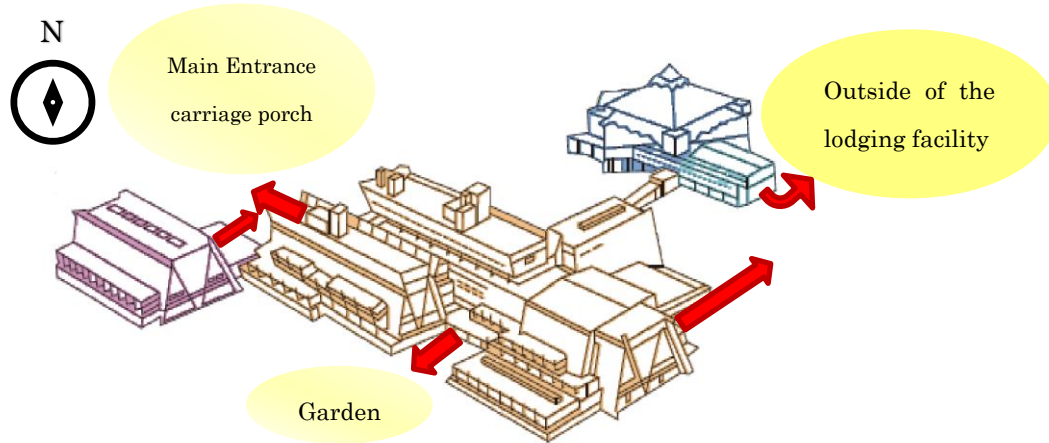
(5) Evacuation areas

The evacuation actions to be taken in the event of fire, earthquake, etc. are detailed in "3. Safety Measures in the Event of a Disaster," and the assumed evacuation sites are as follows.

- Primary Evacuation Site: Main Entrance (carriage porch), Garden,
Outside of the lodging facility
- Wide-area evacuation site: Takaragaike Park

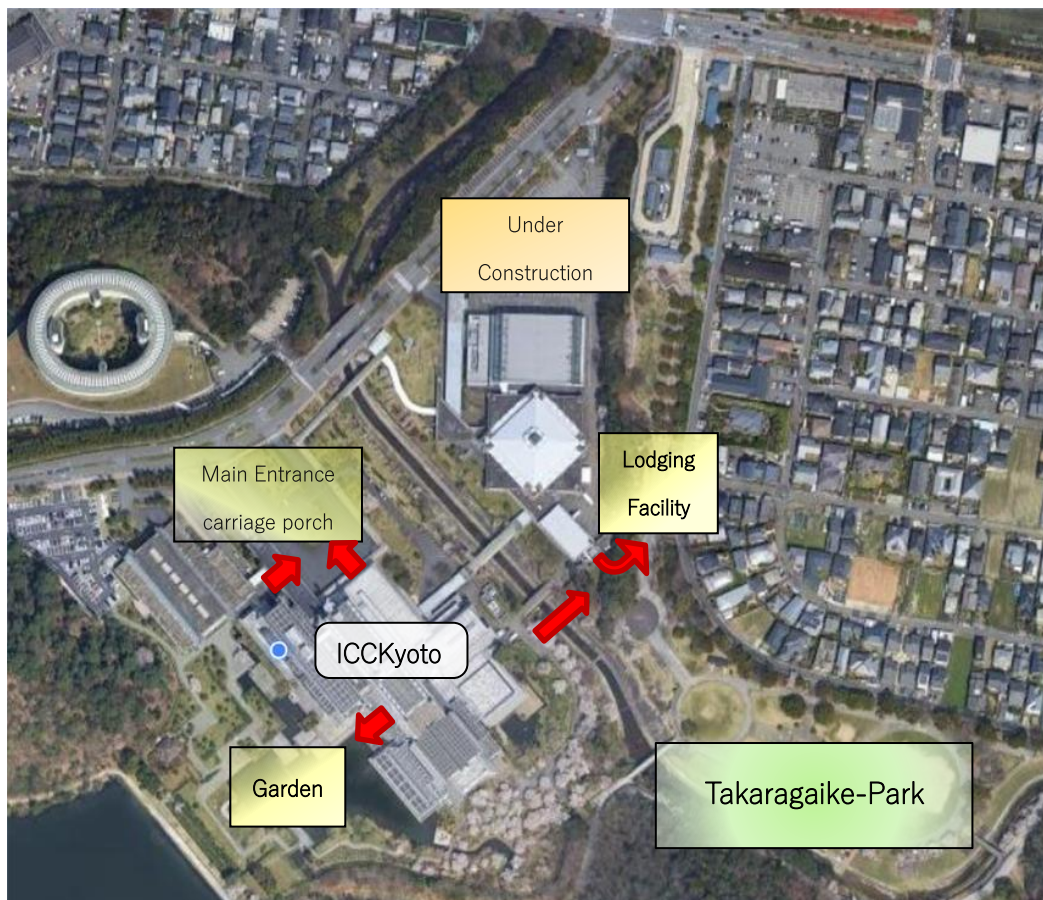
<Primary Evacuation Site>

Main Entrance (carriage porch), Garden, Outside of the lodging facility



<Wide-area evacuation site>

Takaragaike-Park



2. Emergency procedures

In accordance with the "Kyoto International Conference Center Fire Fighting Plan", we organize its own fire brigade, which conducts emergency drills, inspects the facility on a regular basis, and inspects and maintains firefighting equipment, appliances, and notification equipment, etc., to be prepared for emergencies.

In addition, we strive to prevent disasters and ensure the safety of events by obtaining the active participation and cooperation of the fire brigade organized by the event organizer.

(1) Emergency contact system

In the event of a fire, emergency, or other emergency, please call the emergency bell, the fire department (119), or the Disaster Prevention Center. The Disaster Prevention Center is located on the basement floor of the main building and is staffed 24 hours a day to provide security and monitor all facilities.

【How to contact the Disaster Prevention Center】

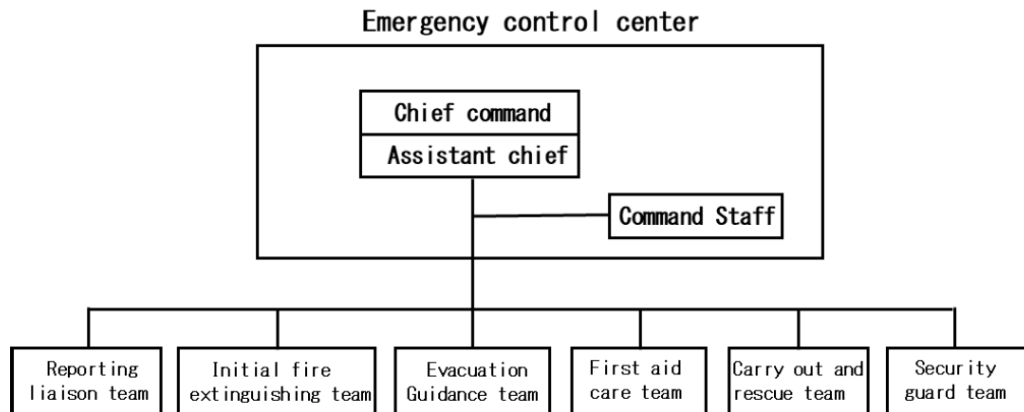
External line 075-705-1311 (direct line)

Extension 2271

(2) Emergency response

In case of disaster, the emergency response team will conduct initial response. Its missions are as below;

- 1) The chief command assumes command in Emergency control center. During his absence, the assistant chief, during absence of both of them, highest-ranking person there is supposed to assume command.
- 2) The team conducts emergency broadcasting.
- 3) Team members report the situation of the disaster and report to the Emergency control center.
- 4) The team conducts initial fire extinguishing, emergency relief activity, and evacuation guidance.
- 5) The team carries out liaison and coordination with the emergency response team of the client



(3) Response for a large-scale earthquake

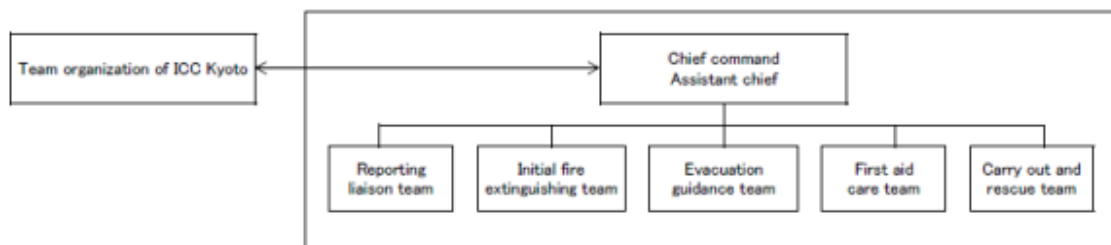
In case an earthquake with which a warning declaration (defined in Act on Special Measures concerning Countermeasures against Large-scale Earthquake) has been issued really happens, the response headquarter is created in ICC Kyoto.

3. Safety measures of the clients

(1) Managerial responsibility of the client

- 1) Please appoint chief command of the client based on this plan.
- 2) The chief command should appoint the assistant chief, create emergency response team, keep everyone informed about role-sharing, and recognize the position of fire defense equipment (extinguishers and indoor fireplugs) and evacuation routes.
- 3) In preparation for a disaster, the chief command should have preliminary discussion with the staff of ICC Kyoto in charge.

< Emergency response team organization roll-out >



※“Security and emergency management plan” including above (see the next page) may be required to submit as needed.

Date . . .

Security and emergency management plan

1. Event name _____

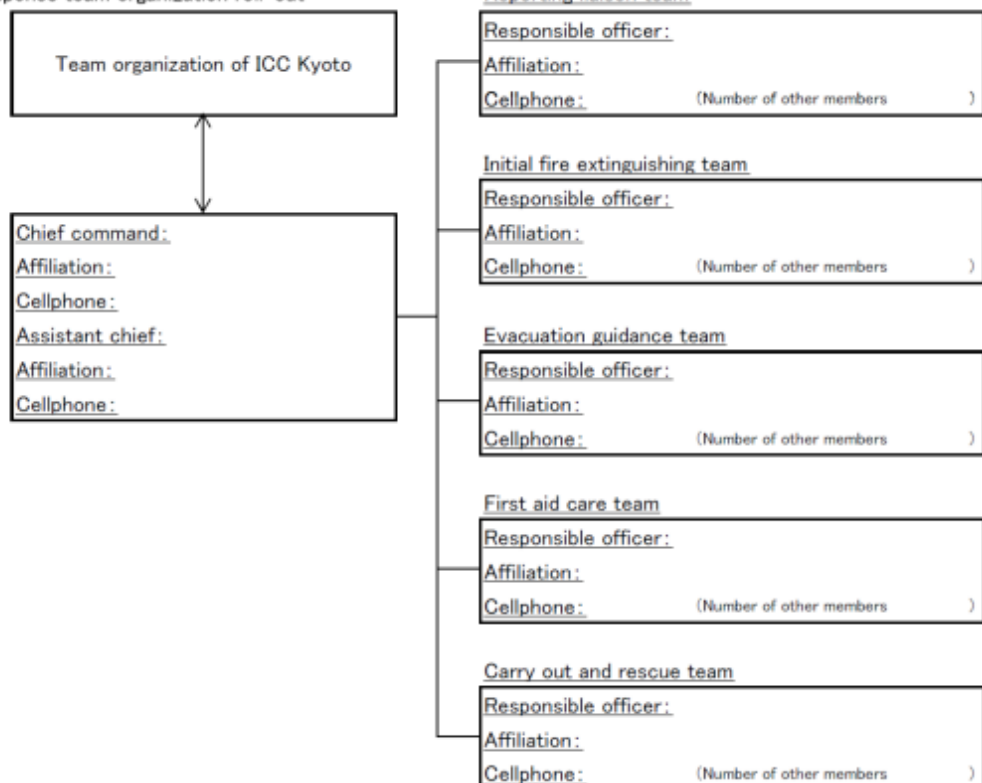
2. Organizer _____

3. Contact person Affiliation: _____ Name: _____ Tel.: _____

4. Period	Setting up	Date	Time	:	~	:
	Rehearsal	Date	Time	:	~	:
	Actual event	Date	Time	:	~	:
	Removal	Date	Time	:	~	:

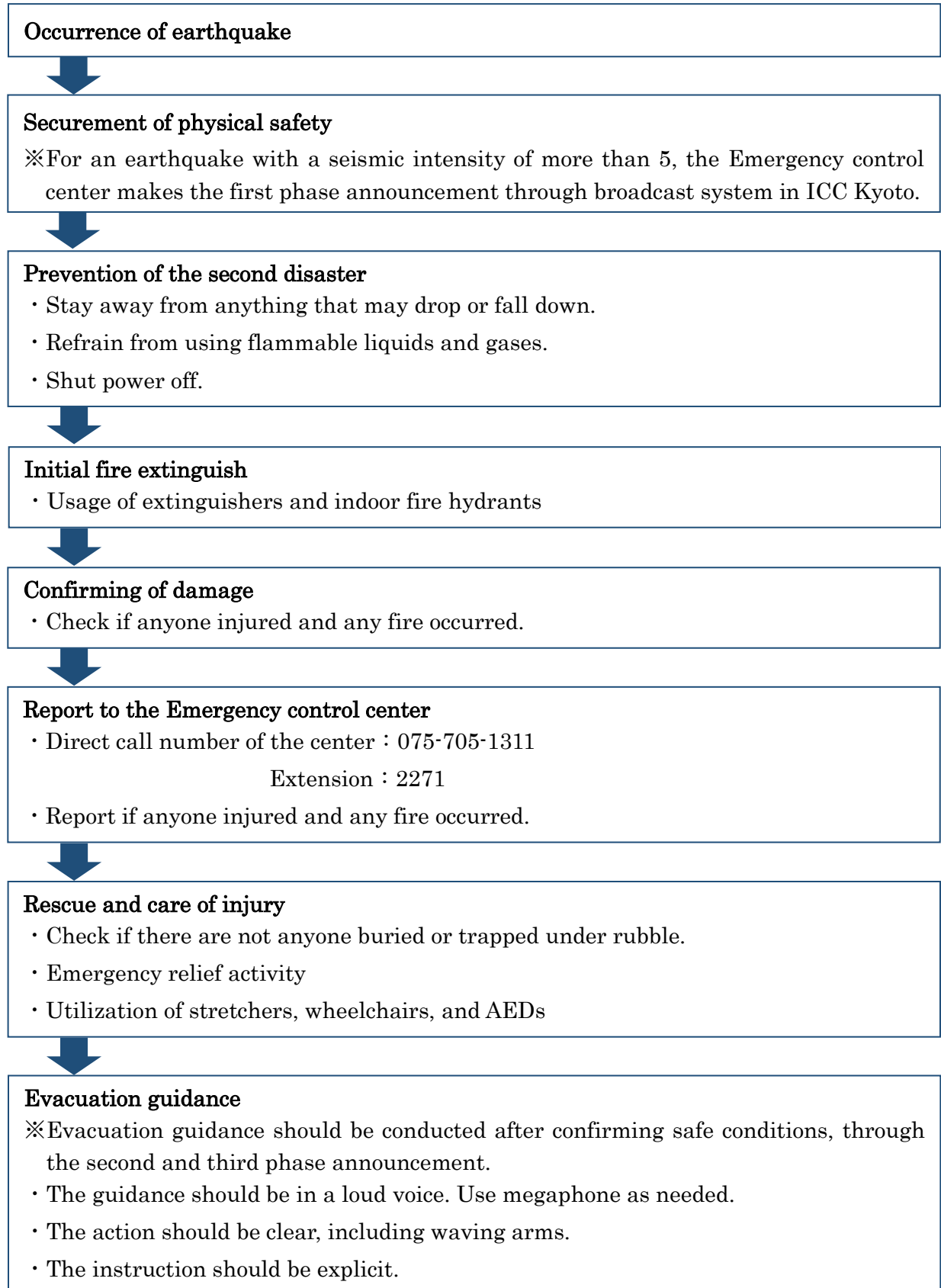
5. Main space used _____

6. Emergency response team organization roll-out



(2) Emergency response

1) Earthquake



(Examples of announcement)

- 1) The first phase (announcement in ICC Kyoto in case of earthquakes with intensity upper 5 or more)

“Dear guests, this is the Emergency control center of the Kyoto International Conference Center. We would like to let you know that a large-scale earthquake has just occurred. Make yourself as low as possible and cover your head with your bag or anything. Hide yourself under a table or between seats. Move away from windows. Be careful of falling objects. Don’t use elevators. Don’t move and keep yourself safe until the shaking stops.”

- 2) The second phase (timely depending on actual conditions)

- a. “Attention please. Don’t rush to stairs or exits, even after the shaking stops. Wait for a moment at the place you are now.”
- b. “Attention please. Now we are checking the condition of the building. We will let you know as soon as we recognize the situation. Please wait for a moment at the place you are now.”
- c. “Attention please. We would like to let you know that the building was damaged by the earthquake. Please evacuate the building calmly.”

※In case of power outage

“The power outage occurred now in the whole facility. Emergency power generators provide emergency facility with electricity. It is darker than usual, so please be careful.”

- 3) The third phase (evacuation guidance to the first evacuation areas)

“Attention. Please come to the rotary in front of Main Entrance, the north parking, or the garden (depending on actual conditions). Please follow the instruction of guides in charge.”

※The Emergency control center will make announcements as needed, even when the intensity of the earthquake is less than upper 5.

2) Fire

Occurrence of fire

- Inform people around in a loud voice.
- ※ In case the fire alarm system goes off, a recorded announcement is made in facility.
 - a Notice the fire sensor operation in the Emergency Control Center Security guards will rush to the location (judging if the fire actually occurs).
 - b The first phase (automatic broadcast) When the fire sensor operates, an emergency announcement is broadcasted of the fire checking state through to the lobby and hall ways, except for inside of each conference rooms.
 - c The second phase (automatic broadcast) 5 minutes after the fire sensor operated, an emergency announcement is broadcasted of outbreak of the fire, and the building is under evacuation.



Report to the Emergency control center

- Direct call number of the center : 075-705-1311
Extension : 2271



Initial fire extinguishing

- Usage of extinguishers and indoor fireplugs



Rescue and care of injury

- Check if there is anyone injured or trapped.
- Emergency relief activity
- Utilization of stretchers, wheelchairs, and AEDs



Evacuation guidance

- ※ Evacuation guidance should be conducted after confirming safe conditions, through the second and third phase announcement.
- The guidance should be in a loud voice. Use megaphone as needed.
- The action should be clear, including waving arms.
- The instruction should be explicit.

(Examples of announcement)

1) The first phase (automatic broadcast)

In case the fire sensor operates, an emergency announcement is broadcasted with the following statements through to the lobby and hall ways.

(No announcement in each conference hall)

“(Siren) The fire sensor on the XX floor has just operated. Our staff is checking now, so please pay attention to the next announcement.”

(In case there is no fire found)

“(Siren) Our staff checked the situation on the floor where the sensor had operated and found no abnormal situation. Please set your mind at ease.”

2) The second phase (automatic broadcast)

5 minutes after the fire sensor operated, an emergency announcement is broadcasted with the following statements through to the lobby and each conference hall as well. However, the announcement is broadcasted only in the whole Main Building in case a fire occurred in the Main Building, only in the Event Hall in case a fire occurred in the Event Hall, and only in the Annex Hall if a fire occurred in the Annex Hall and only in the New Hall if a fire is occurred in the New Hall.

“(Siren) Fire! Fire! Fire started in the XX floor. Please evacuate calmly.”

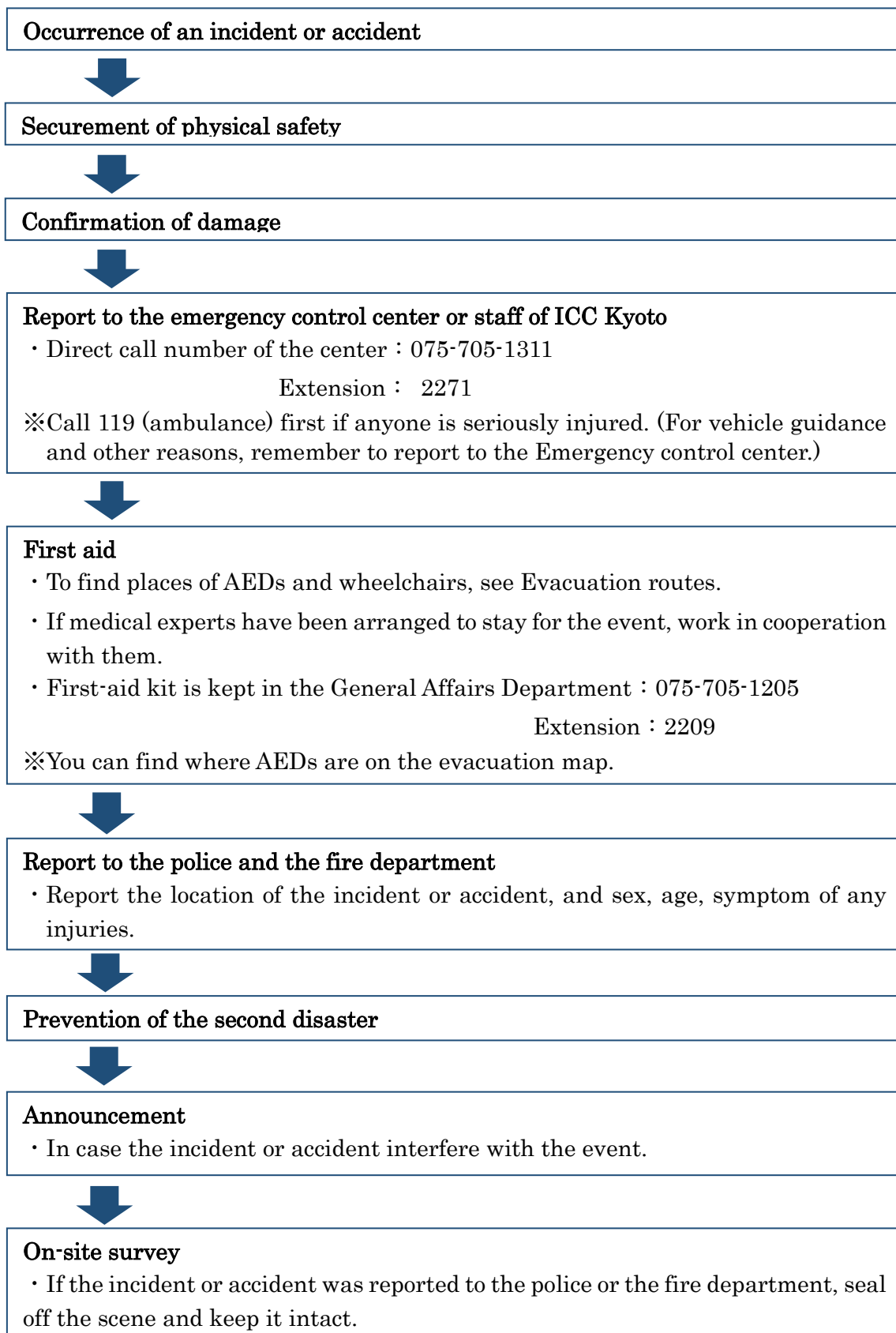
In the case that the security or staff cannot confirm the existence or location of the fire in 5 mins after the fire sensor operated, the broadcast will still shift to automatic broadcasting with the second phase statement.

In the situation, the evacuation will be guided by staff members, please adhere to their instructions.

3) The third phase (evacuation guidance to the first evacuation areas) manual broadcasting

“Attention. Please come to the rotary in front of the Main Entrance, the north parking, or the garden (depending on actual conditions). Please follow the instruction of guides in charge.”

3) Incident and accident



4) Illness or injury

Occurrence of illness or injury



Report to the emergency control center or staff of ICC Kyoto

- Direct call number of the center : 075-705-1311

Extension : 2271

※Call 119 (ambulance) first if anyone is seriously injured.

(For vehicle guidance and other reasons, remember to report to the Emergency control center.)



First aid

- To find places of AEDs and wheelchairs, see Evacuation routes.
- If medical experts have been arranged to stay for the event, work in cooperation with them.
- First-aid kit is kept in the General Affairs Department : 075-705-1205

Extension : 2209

※List of official drugs is on P.21



Call for ambulance



On-site survey

5) Toxic Substances and Terrorism Disasters (NBC Disasters)

In case substances suspected of being toxic are scattered

- Since it is extremely difficult to distinguish whether it is toxic or not,
 - ▷if a person collapses
 - ▷if unusual odor or taste occur
 - ▷if suspicious objects (liquids, powders, etc.) spraying
- or there is any doubt, assume the worst scenario and act accordingly.



Report to the police and the fire department

- After the call is made, report to the emergency control center.
Direct call number of the center : 075-705-1311
Extension : 2271



Aid measures

- When dealing with a suspected patient, wear clothing and rubber gloves that do not expose skin and mucous membranes.
- Isolate suspected patients and keep others away from the scene.



Evacuation guidance and prevention of secondary disasters

- Select and guide evacuation routes, such as downwind avoidance, etc.
- Wear a mask, cover your mouth and nose with a handkerchief, etc, and evacuate the scene.
- Instruct them to wash their hands, face, and body thoroughly with water and soap.



Alarms and announcements to visitors

- Share the obtained information, gather visitors to a safe place, and evacuate them outside the building.

4. Frequently asked questions

Q. How about the operation of elevators in case of disasters?

A. In case an earthquake occurs, the seismic detector of elevators operates. When a large-scale earthquake is detected, elevators will move to the nearest floor, and the doors will open. In case a fire occurs, the central elevator of the main lobby will be under control of the fire prevention system. It will move to the first floor and the door will open.

Q. How about the operation of the escalator in the underground walk-through in case of disasters?

A. There are no control systems for earthquakes and fires, but it may stop depending on the level of the disaster.

Q. What kind of equipment can be used in case of electric power outage?

A. Emergency electric lighting system, emergency broadcasting system, fire defense equipment, telephone system and other equipment which are provided with electricity from in-house power generation system, emergency power generators, and uninterruptible power system (UPS).

Q. How about the electric source of ICCKyoto?

A. ICCKyoto has two lines of access to electricity. In case regularly used line has some trouble, the substitute line will back up.

5. Contact information

Inquiry regarding this manual: General Affairs Department 075-705-1205

Inquiry regarding events: Sales Promotion Department :075-705-1229

6. Contact list of public emergency services

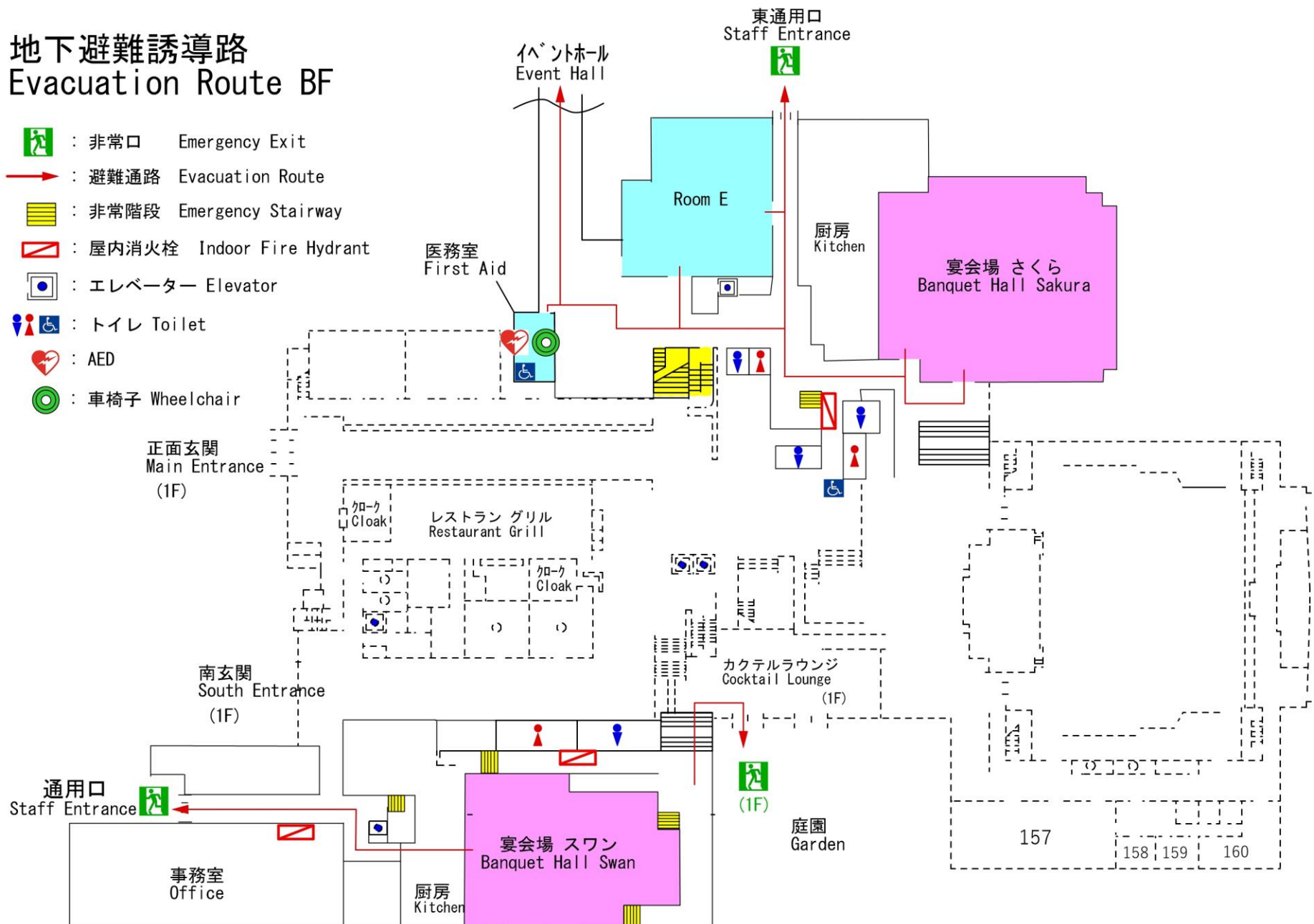
Name	Telephone number	Location
Emergency control center, ICC Kyoto	075-705-1311	The first basement, Main Building, ICC Kyoto
Sakyo Fire Department	075-723-0119	Nishiokubo-cho, Tanaka, Sakyo-ku
Shimogamo Police Station	075-703-0110	Baba-cho, Tanaka, Sakyo-ku
Rakuyo Hospital ※	075-781-7151	Agura-cho, Iwakura, Sakyo-ku
Kyoto Karasuma Hospital ※	075-491-8559	Kita-kamifusa-cho, Koyama, Kita-ku
Japanese Red Cross Kyoto 2nd Hospital ※	075-231-5171	Haruobi-cho, Kamanza-dori Marutamachi-agaru, Kamigyo-ku
University Hospital, Kyoto-Prefectural University of Medicine ※	075-251-5111	Kawaramachi-Hirokoji-agaru, Kamigyo-ku
Kyoto University Hospital ※	075-751-3111	Shogoin-Kawahara-cho, Sakyo-ku
Takeda Hospital ※	075-361-1351	Shiokoji-dori-Nishinotoin-agaru, Shimogyo-ku
Japan Baptist Hospital ※	075-781-5191	Yamanomoto-cho, Kitashirakawa, Sakyo-ku
Kyoto City Acute Disease Clinic (out-of-hours and emergency service) ※	075-354-6021	Nishinokyo-Higashi-Toganoo-cho, Nakagyo-ku
Kansai Electric Power, Kyoto Service Office	0800-777-8031	Kita-kamifusa-cho, Koyama, Kita-ku
Osaka Gas, Kyoto and Shiga Department	0120-8-19424	Awata-cho, Chudoji, Shimogyo-ku
NTT West, Kyoto branch (in case of telephone line malfunction)	113	Bano-cho, Karasuma-Sanjo-agaru, Nakagyo-ku
Emergency Messaging Service	171	-
Kokusai Kaikan (ICC Kyoto) Subway Station	075-721-5333	Iwakura-Osagi-cho, Sakyo-ku
Kyoto City Bus	075-863-5123 (Weekday 8:45-17:30) 075-863-5138 (out-of-hours)	Shimoosakabe-cho, Uzumasa, Ukyo-ku

JR West, Customer Center	0570-00-2486	Higashi-kawasaki-cho, Chuo-ku, Kobe-city, Hyogo prefecture
Kansai International Airport	072-455-2500	Senshu-kuko-kita, Izumisano-city, Osaka- prefecture
Osaka International Airport (Itami Airport)	06-6856-6781	Hotarugaike-nishi- machi, Toyonaka-city, Osaka prefecture

※Detailed information is available on next page "List of Hospitals with English support in Kyoto City".

地下避難誘導路 Evacuation Route BF

-  : 非常口 Emergency Exit
-  : 避難通路 Evacuation Route
-  : 非常階段 Emergency Stairway
-  : 屋内消火栓 Indoor Fire Hydrant
-  : エレベーター Elevator
-  : トイレ Toilet
-  : AED
-  : 車椅子 Wheelchair



1 階避難誘導路 Evacuation Route 1F



： 非常口 Emergency Exit



： 避難通路 Evacuation Route



： 非常階段 Emergency Stairway



： 屋内消火栓 Indoor Fire Hydrant



： エレベーター Elevator



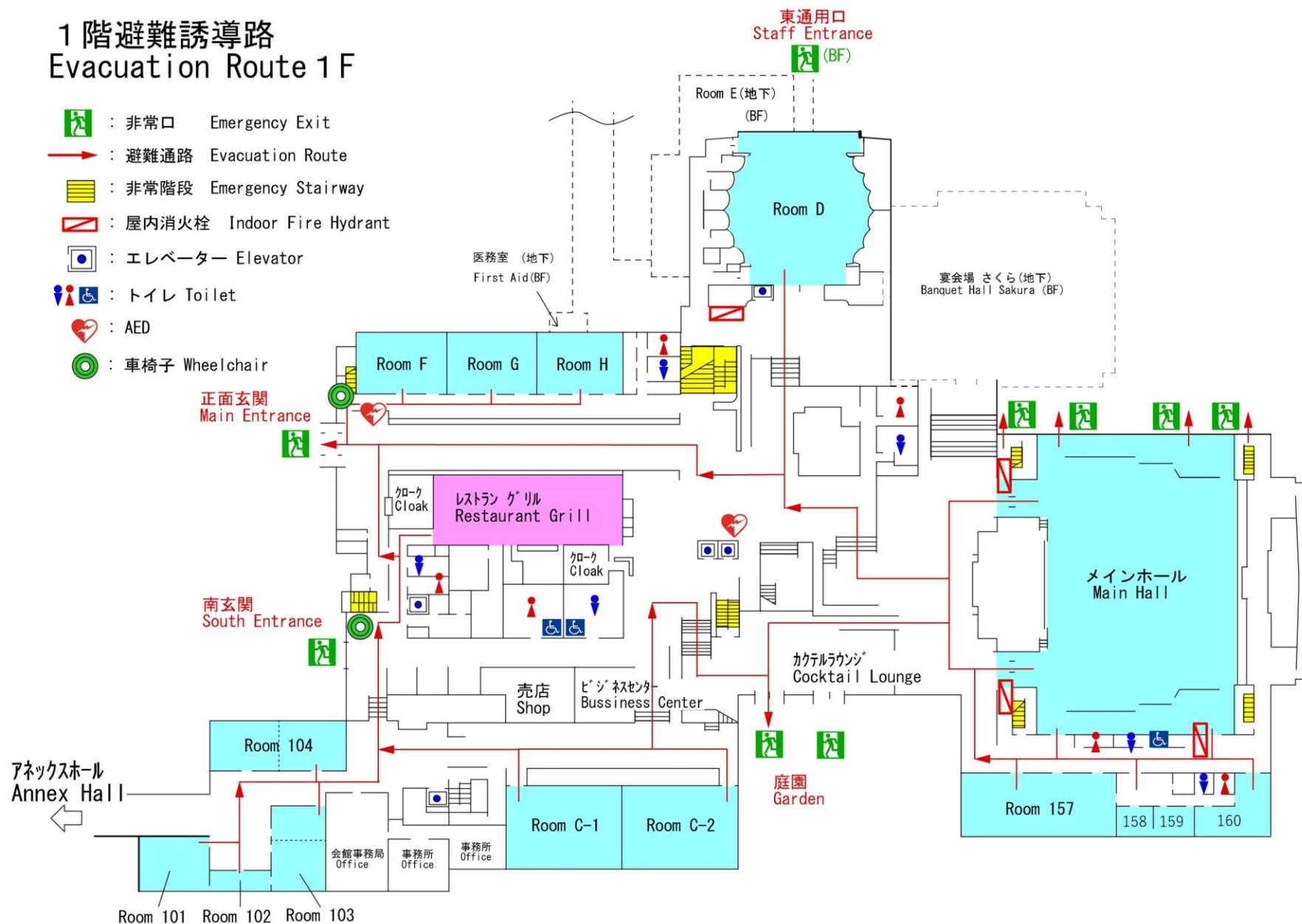
： トイレ Toilet



： AED

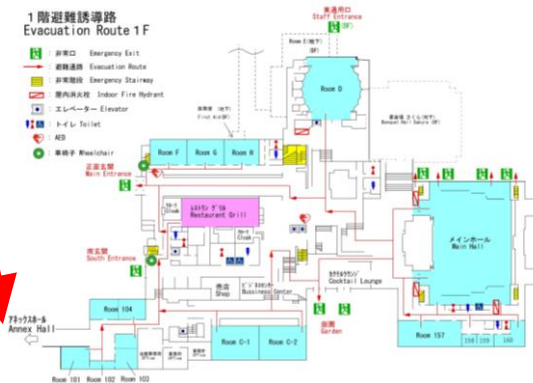
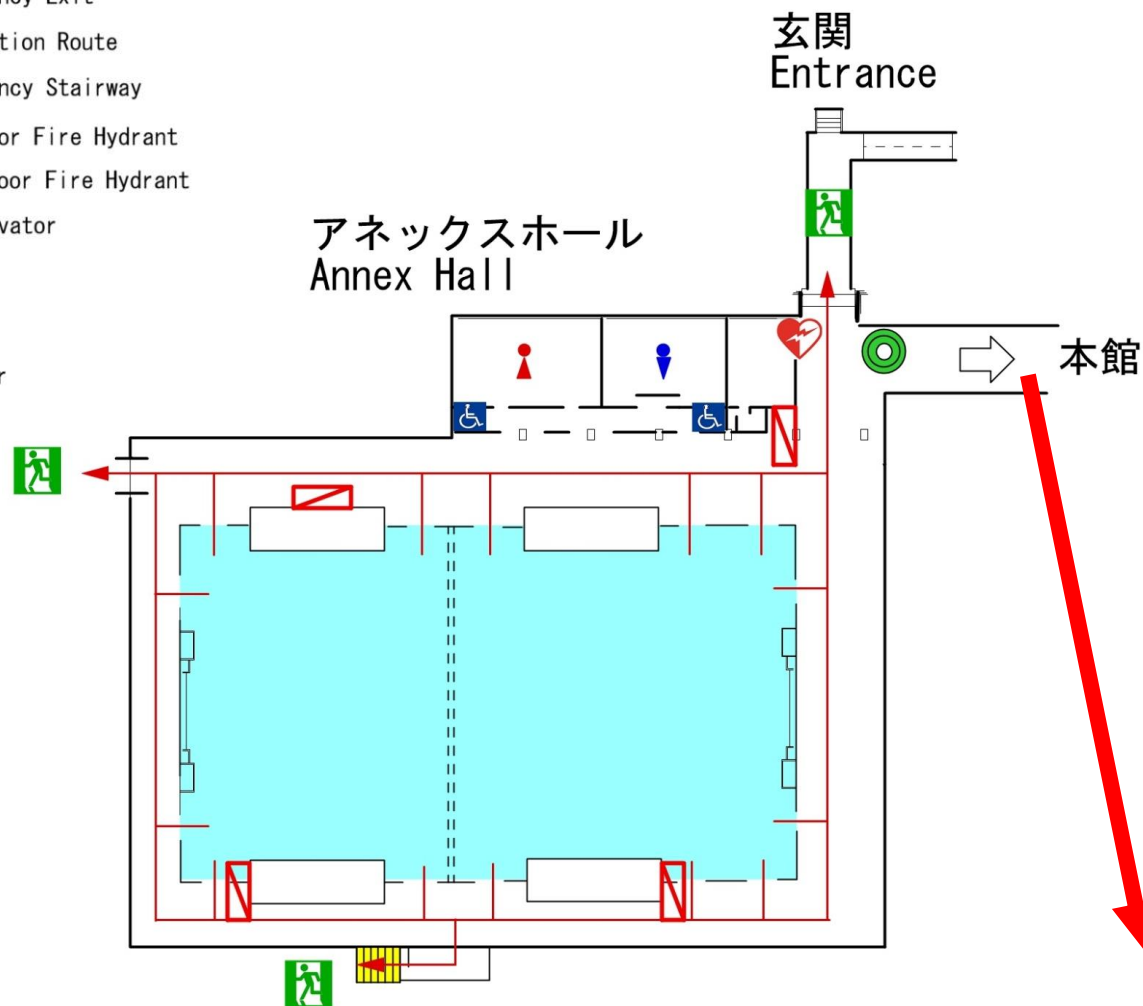


： 車椅子 Wheelchair



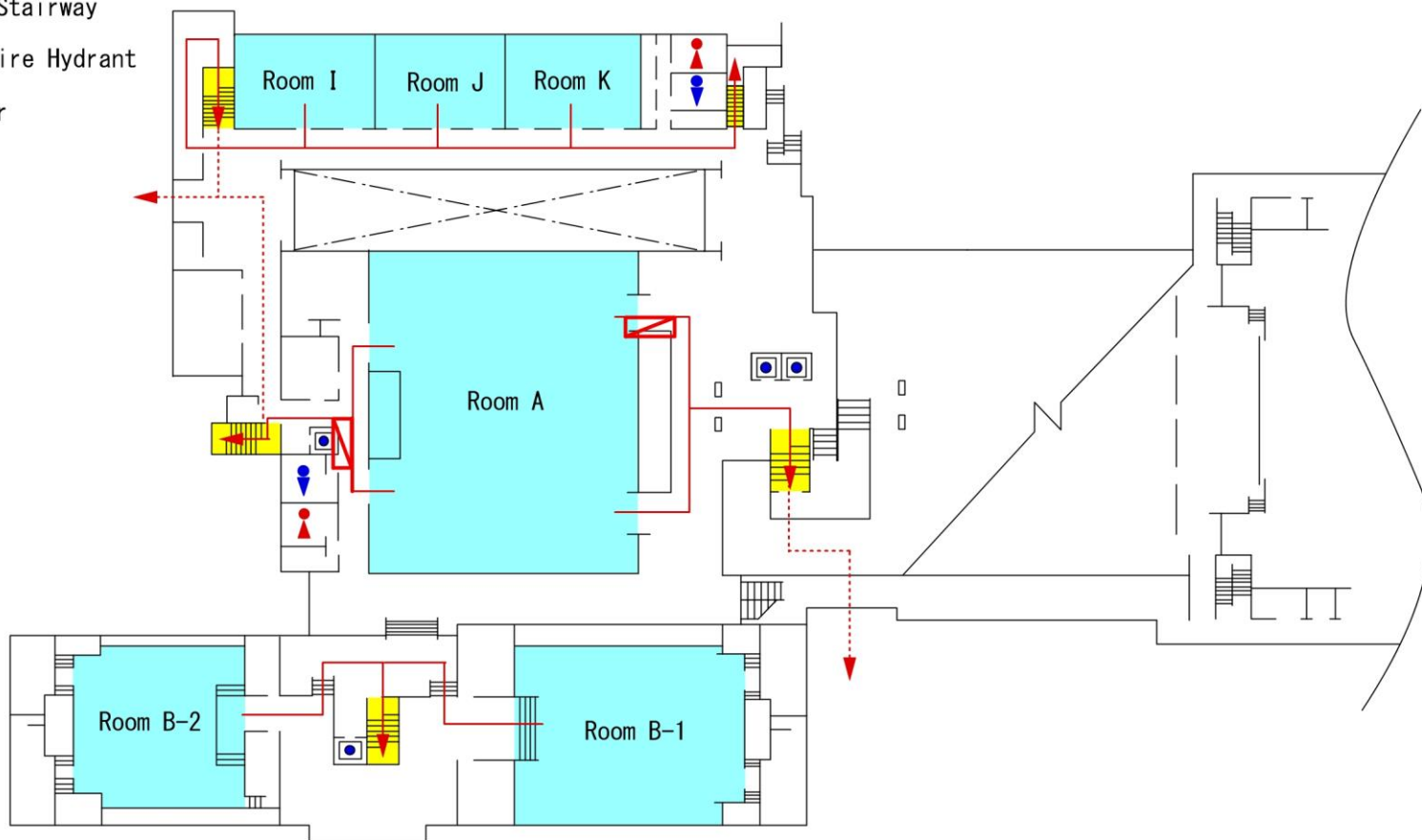
アネックスホール避難誘導路 Evacuation Route EventHall Annex Hall

-  : 非常口 Emergency Exit
-  : 避難通路 Evacuation Route
-  : 非常階段 Emergency Stairway
-  : 屋内消火栓 Indoor Fire Hydrant
-  : 屋外消火栓 Outdoor Fire Hydrant
-  : エレベーター Elevator
-  : トイレ Toilet
-  : AED
-  : 車椅子 Wheelchair



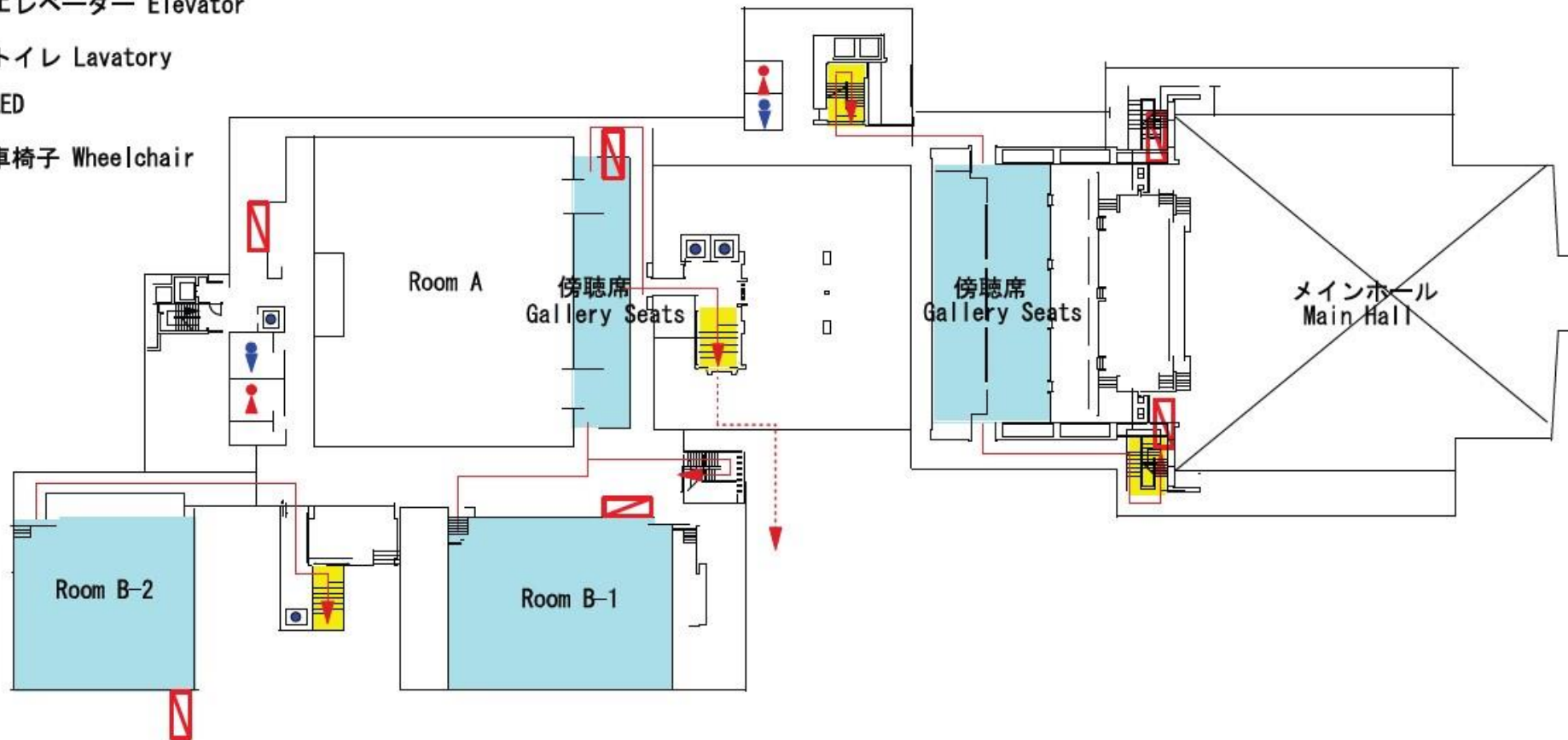
2階避難誘導路 Evacuation Route 2F

-  : 非常口 Emergency Exit
-  : 避難通路 Evacuation Route
-  : 非常階段 Emergency Stairway
-  : 屋内消火栓 Indoor Fire Hydrant
-  : エレベーター Elevator
-  : トイレ Toilet
-  : AED
-  : 車椅子 Wheelchair



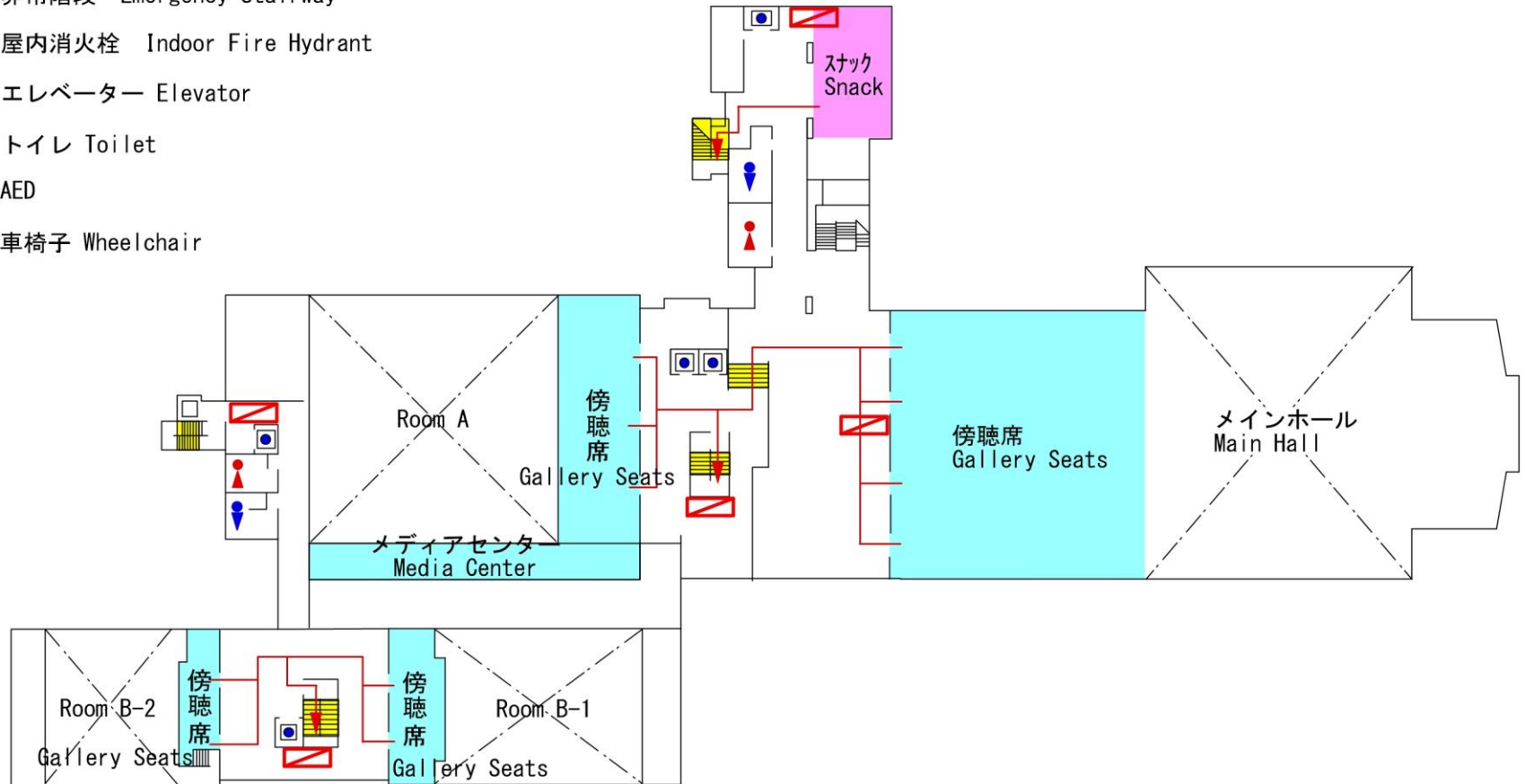
3階避難誘導路 Evacuation Route 3F

-  : 非常口 Emergency Exit
-  : 避難通路 Evacuation Route
-  : 非常階段 Emergency Stairway
-  : 屋内消火栓 Indoor Fire Hydrant
-  : エレベーター Elevator
-  : トイレ Lavatory
-  : AED
-  : 車椅子 Wheelchair



4 階避難誘導路 Evacuation Route 4F

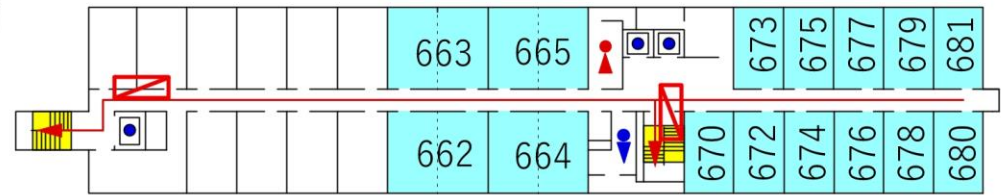
-  : 非常口 Emergency Exit
-  : 避難通路 Evacuation Route
-  : 非常階段 Emergency Stairway
-  : 屋内消火栓 Indoor Fire Hydrant
-  : エレベーター Elevator
-  : トイレ Toilet
-  : AED
-  : 車椅子 Wheelchair



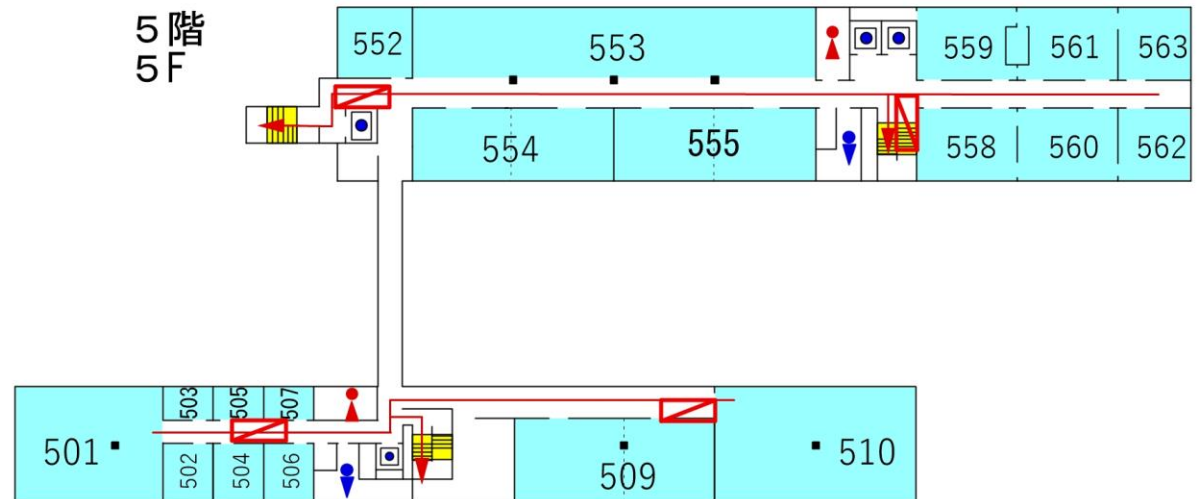
5・6階避難誘導路 Evacuation Route 5F・6F

-  : 非常口 Emergency Exit
-  : 避難通路 Evacuation Route
-  : 非常階段 Emergency Stairway
-  : 屋内消火栓 Indoor Fire Hydrant
-  : エレベーター Elevator
-  : トイレ Toilet
-  : AED
-  : 車椅子 Wheelchair

6階
6F

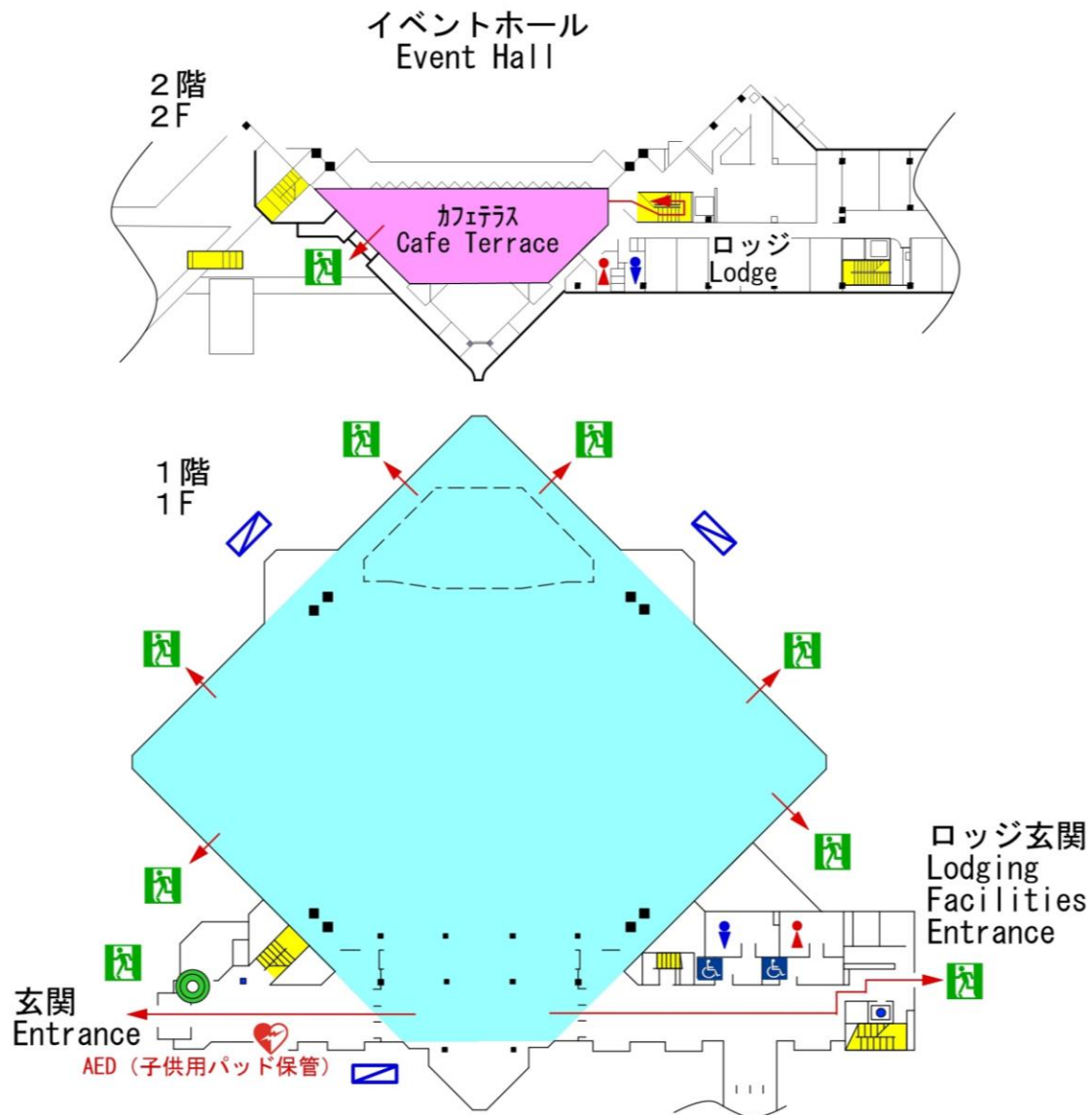


5階
5F



イベントホール避難誘導路 Evacuation Route EventHall Annex Hall

-  : 非常口 Emergency Exit
-  : 避難通路 Evacuation Route
-  : 非常階段 Emergency Stairway
-  : 屋内消火栓 Indoor Fire Hydrant
-  : 屋外消火栓 Outdoor Fire Hydrant
-  : エレベーター Elevator
-  : トイレ Toilet
-  : AED
-  : 車椅子 Wheelchair



ニューホール避難誘導路

Evacuation Route New Hall



非常口 Emergency Exit



避難通路 Evacuation Route

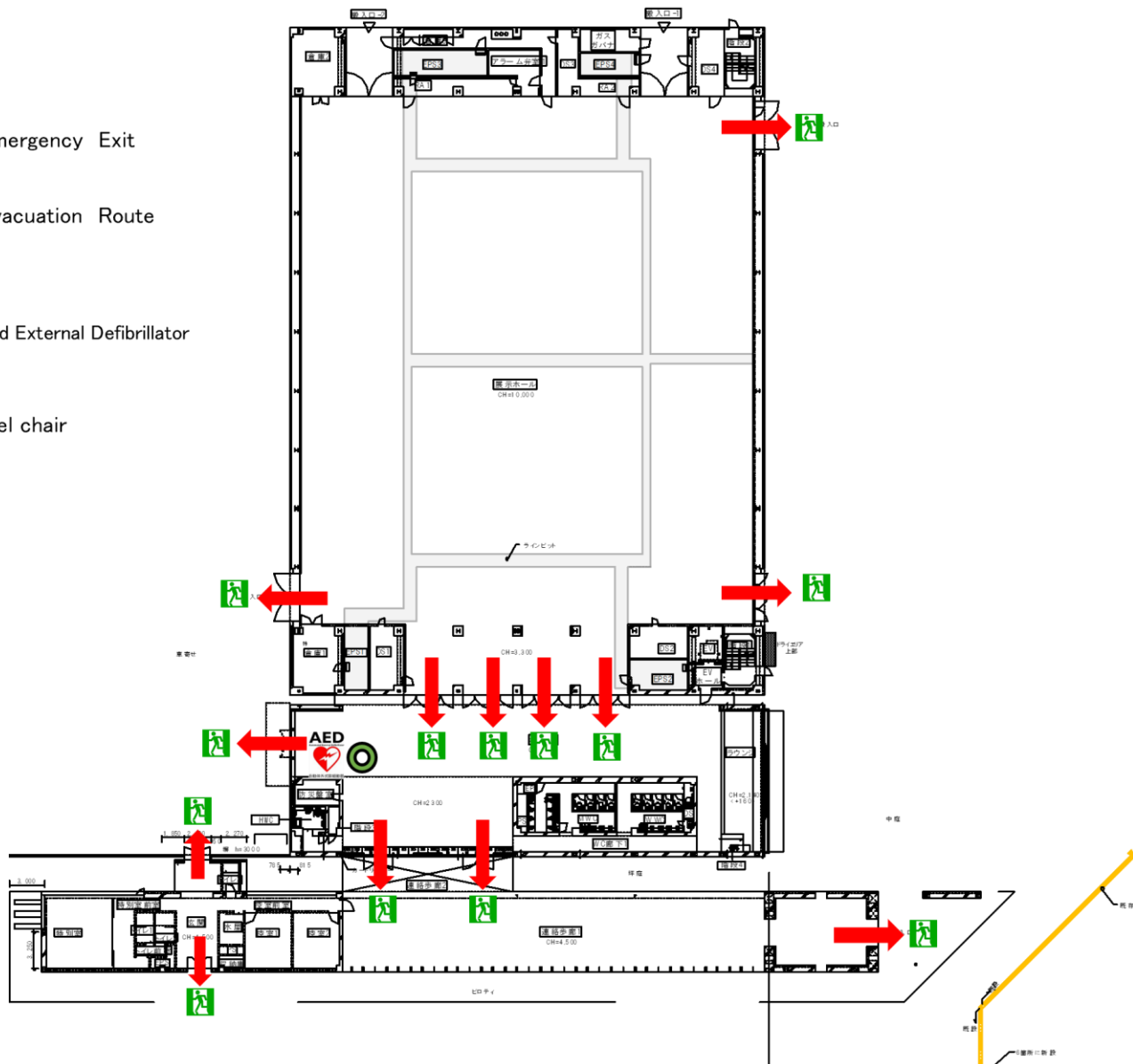
AED



AED Automated External Defibrillator



車椅子 Wheel chair



The List of General Emergency Hospitals in Kyoto City

Name	Japan Baptist Hospital	Name	Kyoto City Hospital
Address	47 Yamanomoto-cho, Kitashirakawa, Sakyo-ku, Kyoto city	Address	1-2 Higashitakada-cho, Mibu, Nakagyo-ku, Kyoto city
Access	City Bus "Kitashirakawa shibuse-cho", 2 minutes walk. *15 min by taxi from ICC Kyoto	Access	5 minutes walk from "Saiin" station, Hankyu Railway 10 minutes walk from "Tanbaguchi" station, JR City Bus "Shiritsu Byouinmae" *25 min by taxi from ICC Kyoto
Phone	075-781-5191	Phone	075-311-5311
Hours	8 : 30~12 : 00 (Mon-Fri) 8 : 30~11 : 00 (Sat)	Hours	8:30a.m.~11:00a.m. (Mon-Fri)
Closed Days	Sat(p.m.), Sun, Holiday, New year holiday season	Closed Days	—
Speciality	Internal Medicine/ Diabetes, Endocrinology/ Cardiology, Hypertension/ Gastroenterology/ Neurology/ Plumonary Medicine/ Hematology, Oncology/ Nephrology and Dialysis, Hypertension/ Pediatrics/ Surgery/ Orthopedics/ Obstetrics and Gynecology/ Urology/ Cardiology/ Gastroenterology/ Hospice, Palliative Care/ Neurosurgery/ NINGEN Dock	Speciality	Internal Medicine/ Respiratory Medicine/ Gastroenterology/ Oncology/ Cardiology/ Nephrology/ Neurology/ Hematology/ Endocrinology/ Diabetes Metabolic Internal Medicine/ Allergology/ Infectious Disease Internal Medicine/ Psychiatry/ Pediatrics/ Surgery/ Digestive Surgery/ Breast Surgery/ Pediatric Surgery/ Respiratory Surgery/ Neurosurgery/ Orthopedics/ Department of Rehabilitation/ Rheumatology/ Dermatology/ Plastic Surgery/ Urology/ Obstetrics and Gynecology/ Ophthalmology/ Otorhinolaryngology/ Oral Surgery/ Department of Diagnostic Radiology/ Radiation Oncology/ Department of Diagnostic Pathology/ Department of Clinical Laboratory/ Anesthesiology/ Emergency Department/ Palliative Care Internal Medicine
Note		Note	<p>【Free Medical Interpreting】 Assist throughout the entire medical visit, including reception, examination, billing, prescription pick-up.</p> <p>【Korean】 Tue, Wed, Fri. 9 : 00~12 : 00 (Reservation required)</p> <p>【English】 Fri. 9 : 00~12 : 00 (Reservation required)</p> <p>【Chinese】 Tue, Fri. 9 : 00~12 : 00 (No appointment necessary)</p> <p>*Outpatient reception is closed at 11:00. *Please reserve up to 5 workdays before.</p>
Name	Koseikai Takeda Hospital	Name	University Hospital, Kyoto Prefectural University of Medicine
Address	841-5 Higashi Shiokoji-cho, Shiokoji-dori Nishinotoin-higashiiru, Shimogyo-ku, Kyoto city	Address	465 Kajii-cho, Kawaramachi-Hirokoji, Kamigyo-ku, Kyoto city
Access	5 minutes walk from "Kyoto" station, JR	Access	City Bus "Furitsuidaibyouin mae" *20 min by taxi from ICC Kyoto
Phone	075-361-1351	Phone	075-251-5111
Hours	8:00a.m.~12:00p.m, 1:00p.m.~4:00p.m. (Mon-Fri) 8:00a.m.~12:00p.m. (Sat)	Hours	8:45a.m.~11:00p.m.
Speciality	Internal Medicine/Cardiovascular Medicine/Neurology/Respiratory Medicine/Gastrointestinal Medicine/Surgery/Orthopedics/Neurosurgery/Respiratory Surgery/Cardiovascular Surgery/Dermatology/Urology/Ophthalmology/Radiology/ Rehabilitation/Anesthesiology	Speciality	Medical Examination and Treatment/ Gastroenterology and Hepatology/ Cardiovascular Medicine/ Nephrology/ Pulmonary Medicine/ Endocrinology Diabetes and Metabolism/ Hematology and Oncology/ Rheumatology and Allergology/ Neurology and Gerontology/ Digestive Surgery/ Cardiovascular Surgery/ Thoracic Surgery/ Endocrine and Breast Surgery/ Transplantation and General Surgery/ Plastic and Reconstructive Surgery/ Neurosurgery/ Orthopaedics/ Obstetrics and Gynecology/ Ophthalmology/ Dermatology/ Urology/ Otolaryngology-Head and Neck Surgery/ Psychiatry/ Radiology/ Anesthesiology/ Pain Clinic and Palliative Care/ Rehabilitation Medicine/ Pediatrics/ Pediatric Cardiology and Nephrology/ Pediatric Surgery/ Pediatric Cardiovascular Surgery/ Dentistry/ ChineseTraditional Medicine/ Emergency Medicine/ Infectious diseases and travel medicine
Note	<p>【Multi-lingual interpreting service available】 The hospital offers multilingual interpretation and high quality communication. Interpretation of 5 languages is available via "Smile Call" service and more than 10 languages via phone.</p> <p>【On-Site Medical Interpreters】 International Medical Support Center is available 6 days a week, within opening hours. Medical interpreters speak English, Chinese, Korean and Italian.</p>	Note	<p>【Assistance in English】 English speaking staff is on call at weekdays during business hours. They can assist the reception and on request during consults.</p>