

Infected with COVID-19?

Contact Call center first!  

Visit our website for details.
Multi-language information available.

If you think you might have COVID-19...

- Please contact us before going out to a medical institution. For information on your local call centers, please visit our website.



- The flow after the consultation varies in each case.



Breathing difficulty



Fatigue



High fever

- In any of the following situations, please contact Call center immediately.
 - You have severe symptoms such as breathing difficulty, intense tiredness (fatigue), or high fever
 - If you are at high risk of becoming severely ill* and have relatively mild cold symptoms, such as fever and cough
 - * Elderly; people with underlying conditions such as diabetes, heart failure, or respiratory diseases (COPD, etc.); people on dialysis; and people taking immunosuppressive agents or anti-cancer drugs
 - Other than the above, if you have been having relatively mild cold symptoms, such as fever and/or cough. (You should do definitely if it lasts for four or more days)
 - If you are pregnant or have children, please contact Call center as soon as possible.
- If you have an underlying disease (pre-existing condition) with a change in symptoms, or if you are concerned about a disease other than COVID-19, please contact your home doctor by phone.



Children



Pregnant women

If you are told to go to a medical institution...

- Unless directed by a doctor, please refrain from visiting more than one medical institution.
- In addition to wearing a mask, please wash your hands and fingers thoroughly and follow proper cough etiquette*.

* When coughing or sneezing, use a mask, tissue paper, handkerchief, sleeve or the inside of your elbow to cover your mouth and nose.



Contact

- For information on local call centers, please visit our website.

Scan here for the Ministry of Health, Labour and Welfare's "COVID-19 Multilingual Guide" website



<https://www.c19.mhlw.go.jp>