

1. PATIENTS WITH SYMPTOMS OF RESPIRATORY INFECTION AND TESTING FOR COVID-19

Consistent with local health authority guidelines, we are trying to reduce the risk of cross contamination between our patients. We therefore ask that patients who fulfil certain criteria are initially assessed by means of a **remote consultation** (see below). These criteria are as follows:

- Fever (above 37.5 degrees) within the previous 48 hours.
- Any respiratory symptoms such as cough, sore throat, runny nose, shortness of breath.
- Any contact with a person suspected/confirmed as having COVID-19 over the last 14 days.
- International travel over the last 14 days.

If you fulfil **any one** of the above criteria, we kindly ask that you make an appointment with one of our doctors for a remote (telehealth) consultation. Following your consultation, your doctor may decide that it is appropriate for you to be tested for COVID-19 using a PCR test. In these cases, we will be able to arrange testing for you at our clinic and further details will be provided at the time. **Patients who come to the clinic with any of the above listed criteria will be asked to re-schedule or switch to a remote consultation.** If your symptoms are severe you should visit an Emergency Room for immediate care. We appreciate your understanding and cooperation.

2. REMOTE CONSULTATIONS WITH PRIMARY CARE (GENERAL PRACTICE) DOCTORS AT TMSC

We are offering remote consultations via telephone or video link (skype or facetime) to patients for both acute and chronic medical conditions.

Scheduling - remote consultations can be scheduled as usual, via our reception desk, for a specified time when you and your doctor are free. Please make sure that you are free for your consultation from at least 10 minutes before until at least 20 minutes after the scheduled time.

Scope of appointments – While we are able to offer medical advice and guidance by remote consultation, some medical conditions can't be adequately and safely treated without a physical examination and/or investigations (eg lab tests, x-rays or scans). Should your issue

require an examination, you may need to schedule an additional appointment and then to attend the clinic and see your doctor in person. Should you require investigations, your doctor may be able to arrange for them to be performed at our office in the days following your remote consultation, though this can't be guaranteed in advance.

Medication – Should your condition be amenable to treatment without a physical examination, it may be possible for your doctor to prescribe medication on the basis of your remote consultation. This can then be collected directly from our pharmacy and in certain circumstances it may be possible for medication to be dispatched to your home or office by courier (additional charges apply). However, this can't be guaranteed as suitability for remote prescribing will need to be determined by your doctor on a case-by-case basis.

Fees and Billing – Remote consultations will be charged at ¥13,750. Once you have scheduled your consultation, we ask that payment is made in advance. This can be done by credit card on our website <https://tmsc.jp/shop> or alternatively by bank transfer. Should you schedule a remote consultation and then cancel by 4pm on the day before the appointment, we will refund you in full. Cancellations must be made by telephone. We regret that we cannot offer refunds should you cancel or re-schedule on the day of your appointment. Please also note that this charge does not cover the cost of any medications or investigations which may be needed following your remote consultation and also note that we are unable to accept Japanese national health insurance.

TMSC MANAGEMENT

Last update August 7th 2020