IUHW
Pharmacy
Department



Guidance on Picking Up Your Medications at the Hospital Pharmacy

IUHW NARITA HOSPITAL

1. Procedure for Receiving Medications



STEP 1

Payment (Hospital Building 1F, Payment Counter)

The medication fee will be settled together with consultation fees, etc., and the receipt issued after payment will include a medicine ticket.



STEP 2

Check the medicine ticket number monitor

On the monitors located on both sides of the medicine pickup counter, please check whether the number shown on your medicine ticket is displayed.



STEP 3

If your pick-up number is displayed, proceed to the counter

Once you confirm on the monitor that your medicine is ready, please line up at the medicine pickup counter in order.

* If you have multiple medicine ticket numbers, please line up once all numbers are displayed.



STEP 4

Receiving your medication

Please present your medicine ticket at the counter.
If you have any questions about your medication, please feel free to ask us.

As a rule, please pick it up on the same day.

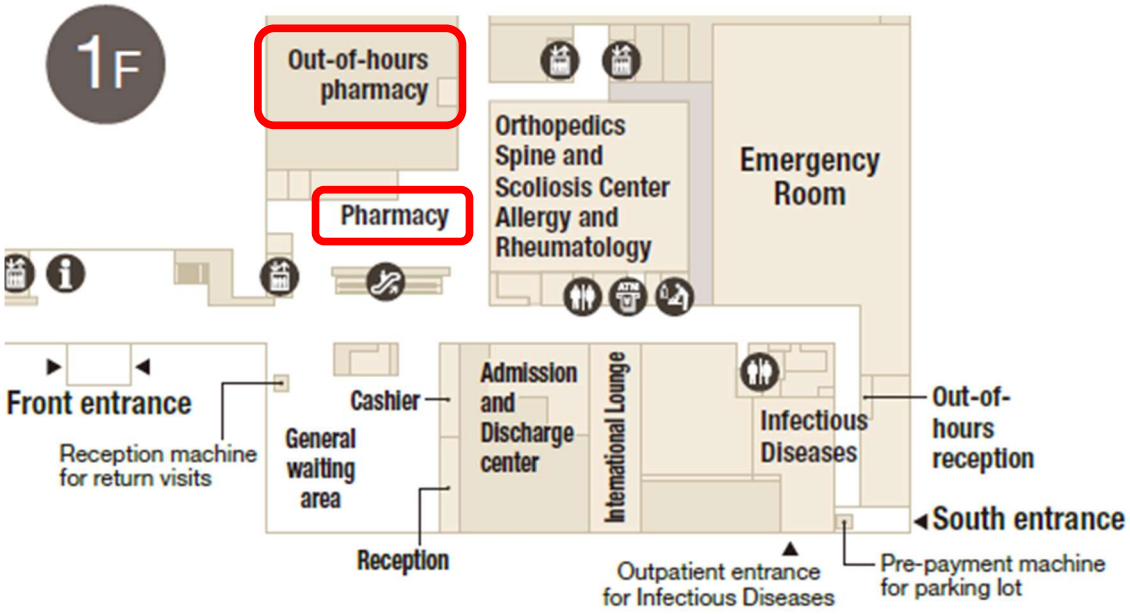
2. Medication Pickup Location

Hospital Building 1F, Pharmacy Department — Medication Pickup Counter (directly opposite the general waiting area)



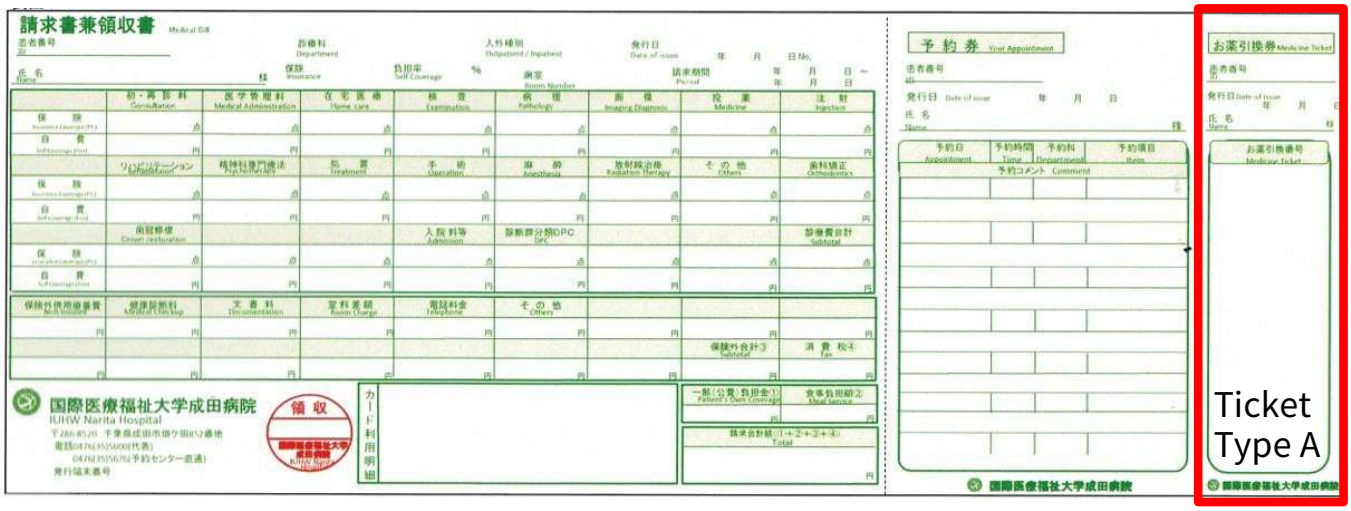
Counter service hours: Regular clinic days 8:30 AM – 5:15 PM

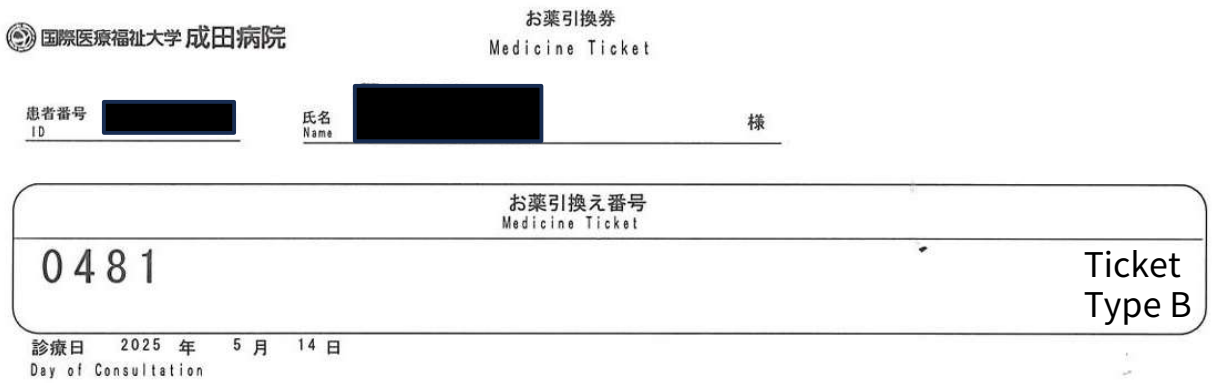
On holidays and at night, medications will be handed out at the "**out-of-hours pharmacy**"



3. About the Medicine Ticket

Please complete payment first.
A "medicine ticket" will be attached to the receipt.





Ticket Type A: You will receive this ticket from automated payment machine
Ticket Type B: You will receive this ticket If you pay at the counter

Notes

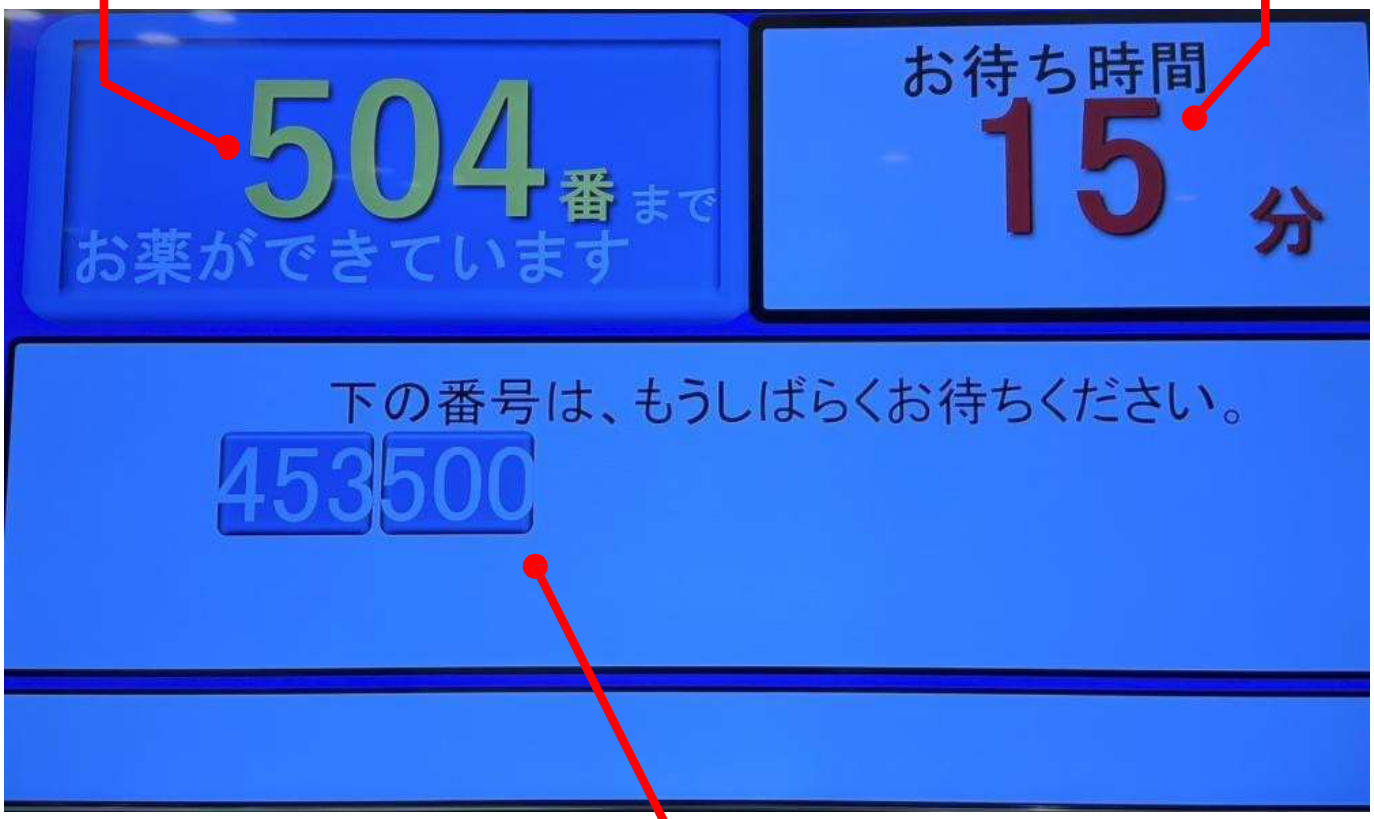
- The medicine ticket number is different from the reception number.
- You may receive multiple medicine numbers, for example, if you visit more than one medical department.

4. Guidance for the Medicine Pickup Number on the Display Screen

There are display monitors on both sides of the medication pickup counter.

The medicine pickup number for your ready medication will be displayed on the screen.

Approximate waiting time.



Medicine numbers that are taking a long time to prepare will be displayed at the bottom of the screen.

At the pharmacy we prepare medications as quickly as possible, but depending on the number and types of medications, readiness may not follow the order of reception.

5. Notes on Receiving Medication

Please cooperate by bringing your own bag to help reduce waste

In response to the Ministry of the Environment's "Strategy to Reduce Plastic Waste", we ask for your cooperation in bringing your own bag.
If you forget your bag and need a plastic shopping bag, please ask the pharmacist at the counter.

Medications can be collected on a later date

If it is difficult to pick up your medications on the same day, you may collect them at a later date. (Please collect within two weeks.)
If you wish to pick it up at a later date, please speak to the pharmacist at the counter.

Preparing your medication may take some time

Pharmacists check that prescriptions are appropriate in many ways—not only the dosage and frequency but also interactions with other medications, dosing schedules, and duplicate therapies.
Contacting the prescribing physician or changes to the prescription may cause delays in preparing your medication. Please be aware of this in advance.

6. Use of the Medicine Notebook

Do you have a medicine notebook?



- Please present your medicine notebook if you are receiving prescriptions from other medical institutions.
- If you have a medicine notebook, recording your prescriptions in it can help with your next consultation or treatment at another facility.
- If you do not have one, the pharmacy can provide one free of charge, so please feel free to ask.
- Depending on the results of the examination, hospitalization may be decided without prior notice. In preparation for such cases, please bring your medicine notebook or anything that shows the medications you are currently taking at all times, when you come for your appointment.

7. Contact Information

- If you experience any abnormalities after taking the medication or suspect side effects, please contact the hospital or pharmacy immediately.

- If you have any questions, please contact the pharmacist at the counter directly or by phone.

- If you have any other questions regarding your medication, please feel free to ask us.



(Direct line to pharmacy) **0476-35-5610**

(Main switchboard) **0476-35-5600**



(International Affairs Office) **inter-nrt@ihwg.jp**