

Privacy Policy

We believe it is our responsibility to handle personal information in an appropriate manner, and make efforts to protect personal information by establishing the following policy. We will ensure that all staff members are fully aware of and comply with the policy.

Personal Information Protection Policy

- We observe the Japanese laws regarding personal information, and protect personal information appropriately.
- As part of providing our services, we collect and use certain personal information within the scope of the stated purposes of use.
- In order to protect personal information, we will take appropriate measures to prevent unauthorized access, loss, destruction, falsification and leakage of personal information.
- We will respond promptly to requests by patients for the disclosure, correction, suspension or deletion of their personal information. Note that in some cases it may not be possible for us to fully comply with such requests in accordance with the provisions of the Japanese laws. Please contact the reception desk if you have complaints and inquiries. It may take time for us to respond depending on your requests.

Purposes of Use for Personal Information

1. Medical services

- Provision of medical services at Tokiwa Medical Clinic
- Cooperation with other hospitals, clinics, birth centres, pharmacies, nursing stations and nursing care service providers etc.
- Response to enquiries from other medical institutions
- When seeking views and advice from external medical professionals pertaining to medical care for patients
- Outsourcing of specimens for testing and other operations
- Explanation of medical conditions to family members of the patient
- Other uses related to the provision of medical care to patients

2. Administrative work

- Managing appointments and internal administration purposes
- Settling payment of our fees (which may be paid by you or your insurer)
- Liaising with insurers

3. Management and operations of Tokiwa Medical Clinic

- Accounting
- Reporting of medical accidents
- Improvement of medical services for the patient
- Other uses related to the management and operations of Tokiwa Medical Clinic

4. Consultation with or notification to specialized medical organizations and insurers in relation to medical liability insurance and related matters

5. Basic resources for maintenance and improvement of medical/nursing care services and operations

6. Cooperation with medical training conducted in Tokiwa Medical Clinic

7. Case studies conducted in Tokiwa Medical Clinic to improve the quality of medical care

8. Provision of information to external audit organizations

9. Submission of specimens to Osaka Institute of Public Health and National Institute of Infectious Diseases for surveillance

All the uses described herein shall be deemed to have been accepted unless you notify us your objection. The notification can be withdrawn or altered at any time.

Tokiwa Medical Clinic