

2) Getting Checked at a Medical Facility

People who display symptoms of COVID-19 must be tested and treated as soon as possible in order to prevent the spread of the virus.

By testing for the virus and treating infected people as soon as possible it is possible to prevent the further spread of the virus and prevent people including yourself from developing severe symptoms.

You should not rely on over-the-counter medicines. Even if your symptoms have improved, these medicines cannot cure COVID-19 and you can still spread the virus to the people around you.

If you feel unwell or have come into contact with someone who has the virus, call the number below or telephone your closest medical facility.



COVID-19 Multilingual Hotline

092-687-5357 (24 hours a day)

Consultation service is free. (Call charges apply)

If you have come into close contact with someone with the virus or show symptoms of the virus, you must arrange to be checked by a doctor. If the doctor decides you require tests, you will have to pay for some parts of the initial examination. However, do not worry, the tests themselves are free of charge.

If you do test positive for COVID-19 and must stay at a hospital or hotel, your stay will be free of charge, excluding some minor daily necessities.

If you need to go to hospital for examination and need language help, you can call the telephone interpreting service below (available in 18 languages).

Please call from the hospital you are being examined at if you want to use the telephone interpreting service.

Fukuoka City Medical Interpreting Call Center

092-733-5429 (24 hours a day)

Interpreting service is free. (Call charges apply)

