

The Ministry of Health, Labour and Welfare now offers remote Japanese interpretation service to address concerns about COVID-19.

JAPANESE INTERPRETATION HOTLINE

We are available to provide emergency telephone Japanese interpretation in certain languages to any foreign resident when contacting their local Health Center regarding COVID-19.

Service Information

Three-way Japanese interpretation service for foreign residents seeking medical advice from their local Health Center.

※For further details regarding the three-way interpretation service, please see overleaf.

Dedicated Interpretation Hotline: 03-6436-4818

Available to:	1.) Foreign residents and their families wishing to discuss matters related to COVID-19. 2.) Health Center Staff taking preventative measures against COVID-19.
When to Use:	During any consultation regarding COVID-19 with foreign residents at their local Health Center.
Languages Available:	English, Chinese, Korean, Spanish and Portuguese.
Operating Hours:	2020/12/25 – 2021/3/31 ; 24 hours/day, 7 days/week
Service Fee:	Interpretation is free. However, the call will be charged at the standard network rate.

How the Service Works

① Dial the dedicated hotline for Japanese interpretation.

Dedicated Interpretation Hotline: 03-6436-4818

② The operator will first answer in Japanese. Tell them the language required.

Operator : "Odenwa arigatou gozaimasu. Shingata korona uirusu kansenshou taiou soudan tsuuyaku saabisu sentaa de gozaimasu. Tsuuyaku ga hitsuyou na gengo ha **chuugokugo** desu ka? **Kankokugo** desu ka? **Porutogarugo** desu ka? **Supeingo** desu ka? **Eigo** desu ka?"
User : "English, please."

【 Languages Available 】

1. English 2. Chinese 3. Korean 4. Portuguese 5. Spanish

③ An interpreter will come on the line. Tell them the problem.

Interpreter : "Thank you for calling. I'll be your English interpreter for today."

User : "Hi, my name is _____. I'd like to talk about _____, so can you please connect me to a Health Center?"

Interpreter : "Of course. I'll need to connect you to a Health Center near you, so could you please tell me which prefecture and which town/city you live in?"

User : "I live in (town/city), in (prefecture)."

→ **After being connected to the designated Health Center, the three-way interpretation will begin.**

○ For Health Center Staff:

- ・ 保健所の窓口で外国人の方の相談を行う場合には、感染拡大防止のため、3者通訳の際はスピーカーを活用したハンズフリーでの通話をお勧めいたします。感染防護や端末の消毒など、適切な感染防止措置の上でご利用ください。



- ・ 保健所に来られた外国人の方の言語が不明な場合は「言語確認シート」を活用いただき、サービスセンターのオペレーターに対応言語についてお伝えください。

Please Note:

- 1.) Interpretation is done sentence by sentence (i.e. not simultaneously). Please try to keep your sentences simple and concise, and take it in turns when speaking.
- 2.) The interpreter will only interpret what is said. They are unable to provide any information themselves. In cases where the interpreter does not understand a certain word or the speaker's sentence is deemed too vague, the interpreter will ask questions to ascertain the meaning before proceeding.