

Your Partner in Health & Study: The Nishikyushu University Medical Assistance Service

Essential support for your “what if” moments in Japan.





Studying in Japan is an adventure. But what happens if you get sick?



How do I find the right doctor?



Will I be able to explain my symptoms in Japanese?



What do I do in a serious emergency?

**These are valid questions.
Your well-being is our priority.**

Focus on What Matters Most. We'll Handle the Rest.

Studying abroad is an exciting journey, but we understand that moments of illness or injury can be stressful. Nishikyushu University is committed to your well-being.



Inbound Medical Assistance Service

In case of illness or injury, this university-provided support system ensures you can continue your studies with peace of mind.

How We Support You: Three Core Strengths



24/7/365 Availability

Support is always here, day or night. Professional operators are available anytime.



18-Language Support

Communicate confidently. We offer support in Japanese, English, Chinese, and many other languages including Myanmar and Vietnamese.



Expert Medical Coordination

Access the right care through the extensive professional network of Emergency Assistance Japan (EAJ).

Support for Non-Urgent "What Ifs"



Hospital Referrals & Appointments

Feeling unwell? We'll find the most suitable hospital for your symptoms and help you arrange appointments.



Telephone Interpretation

Get on-the-spot help with Japanese conversations at the clinic, in a taxi, or anytime you need it.



Important: For interpretation during a consultation, you must always get the doctor's permission first.

In Case of Emergency: Emergency Support Services

These services are provided in the event of serious emergencies such as severe accidents, serious illnesses (requiring hospitalization for three days or more), or death.



Arrangement of medical transportation and assistance with hospital admission procedures



Contacting family members and the embassy



Arranging travel to Japan for family members or other assistance personnel



Medical repatriation to the home country or repatriation of remains



Comprehensive Coverage When It Matters Most

Annual Coverage Limit: ¥4,000,000

Covered Item	Details
Rescuer's Travel Costs	Round-trip transportation to Japan for up to 3 people.
Rescuer's Accommodation	Accommodation costs in Japan for up to 14 days.
Medical Repatriation	Covers the actual cost of transportation from Japan to your home country.
Funeral & Repatriation of Remains	Up to ¥1,000,000 for funeral expenses or costs for processing and repatriation.

Key Program Details at a Glance

Annual Fee

¥3,400 / Year

Includes system and administrative fees.
Payment method will be announced later.

Please note: Enrollment in this service will be mandatory for all international students from the 2026 academic year.

Main Exclusions (What is NOT covered)

- ✗ Illness or injuries resulting from intentional acts or criminal behavior.
- ✗ Large-scale events such as war, riots, or terrorism.
- ✗ Natural disasters including earthquakes, volcanic eruptions, or tsunamis.
- ✗ Illnesses or accidents that occur while you are staying outside of Japan.

Accessing Support is Simple

1

Call

Dial the dedicated number:
03-6371-0063.



2

Request Callback

Provide your school name, your name, and student ID. Then, ask for a callback to save on phone charges.



3

Explain Your Situation

On the free return call from the operator, explain your symptoms and tell them your preferred language for support.



4

Receive Support

Let the professional operator and interpreter assist you.

Save This Number. Know What to Say.



Call

03-6371-0063

Point: Your initial call to this number is charged. To save on phone fees, immediately proceed to the next step.



State Your Info

Tell the operator these three things:

1. School Name:
Nishikyushu University
2. Your Name (as on your student card)
3. Your Student ID Number



Request the Callback

Then, clearly say this phrase:

“Orikaeshi no odenwa o kudasai.”

(Please call me back.)

✓ The operator's return call to you is free of charge.

[IMPORTANT] This is Support, Not Insurance. Here's the Difference.

Inbound Medical Assistance (This Service)



Provides you with **SUPPORT**.

- ✓ Find a hospital and arrange your appointment.
- ✓ Provide interpretation over the phone.
- ✓ Contact your family in an emergency.

→ This service **DOES NOT** pay your medical bills.

Medical Insurance (Separate)



PAYS your medical expenses.

- ✓ Reimburse you later for the medical bills you paid at the hospital.

→ It **DOES NOT** find hospitals or provide interpretation.

The 4-Step Flow for Medical Payments & Insurance Claims

1



Pay at the Hospital

First, the student must pay the full medical bill at the hospital front desk.



2



Keep Your Receipt

You must keep the original receipt. It is required to file an insurance claim.



3



File an Insurance Claim

Submit the claim to your separate 'Inbound Insurance' provider to be reimbursed for the costs you paid.



4



Consultation Desk

If you have questions or need help with the claim procedures, please consult with the staff at your campus support office.

You can talk to us in your own language, anytime.



**Support is available 24 hours a day, 365 days a year, in 18 languages.
If you need help, please do not hesitate to call.**

Supported languages:

Japanese, English, Burmese (Myanmar), Chinese, Vietnamese, Korean, Nepali, Thai, Indonesian, Tagalog, Malay, Khmer, Portuguese, Spanish, French, German, Italian, and Russian

Questions? We're Here to Help.

For any questions about this service, please contact the support offices on campus

Kanzaki Campus



Student Support Division

☎ 0952-37-9208

✉ nky_gakusei@nisikyu-u.ac.jp

Saga/Ogi Campus



Diversity Center

☎ 0952-37-3360

✉ diversity_center@nisikyu-u.ac.jp

Your Safety Net: One Card to Remember



This service exists so you can focus on your studies in Japan with confidence.
Whenever you are in trouble, remember this number.