



## Inquiries

Please inquire with any of (1) to (4) below for any questions you may have after receiving the COVID-19 Vaccination Voucher.

### ( 1 ) Local municipality

Call the number on the face of the envelope.

### ( 2 ) COVID-19 Vaccine Call Center (MHLW)

Telephone: 0120-761-770 (toll-free)

Open hours: 9:00 – 21:00 (Open on Saturdays, Sundays, and National holidays as well)

Languages: Japanese, English, Chinese, Korean, Portuguese, and

Spanish: 9:00 – 21:00

Thai: 9:00 – 18:00

Vietnamese: 10:00 – 19:00

(Reference) Telephone consultation service provided by the Ministry of Health, Labour and Welfare for COVID-19-related issues other than COVID-19 vaccination

- **Contact Office at MHLW for COVID-19**

Telephone: 0120-565-653 (toll-free)

Open hours: 9:00 – 21:00 (Open on Saturdays, Sundays, and National holidays as well)

Languages: Japanese, English, Chinese, Korean, Portuguese, and

Spanish: 9:00 – 21:00

Thai: 9:00 – 18:00

Vietnamese: 10:00 – 19:00

### ( 3 ) Foreign Residents Support Center FRESC Help Desk

Telephone: 0120-76-2029 (toll-free)

Open hours: 9:00 – 17:00 (weekdays only)

Languages: Japanese, English, Chinese, Korean, Portuguese, Spanish, Thai, Vietnamese, Filipino, Khmer, Nepalese, Indonesian, Myanmar, Mongolian, French, Sinhalese, Urdu, and Bangla

### ( 4 ) Regional Consultation Desks (A Daily Life Support Portal for Foreign Nationals)

• Japanese <https://www.moj.go.jp/isa/content/930004512.pdf>

• English <https://www.moj.go.jp/isa/content/930005173.pdf>



\* Please note that the languages available vary depending on the consultation desk.



Please also refer to COVID-19 Vaccine Navi.

**COVID-19 Vaccine Navi website address: <https://v-sys.mhlw.go.jp>**

- If you cannot find an available medical institution or vaccination venue, please contact your local municipal office.
- Please note that you cannot make a reservation on the COVID-19 Vaccine Navi website.



Please use the material prepared by the Ministry of Health, Labour and Welfare only as a guide. The Notification you will receive from your municipal government may not be identical with this material.

Name of municipality

# Notice on COVID-19 vaccination

Vaccination  
free of  
charge  
(Fully funded by  
government)



## Vaccination process

### 1 Confirm when you can be vaccinated

The COVID-19 vaccine will be administered sequentially to healthcare workers, the elderly, and those with underlying medical conditions. Please confirm the order of your vaccination and wait until your turn comes.

\*Please wait for the announcement from the government. You can also check the Ministry of Health, Labor and Welfare website or the consultation counter in your municipality.

\*Please refer to the reverse side for the scope of the elderly and people with underlying medical conditions.

\*Although it is possible that there will be a short waiting period, we will make sure that all those who wish to receive the vaccine will be able to receive it in due course, so please be patient.

### 2 Find a medical institution or vaccination site

Look for a medical institution or vaccination site where you can receive the vaccine through PR from your city or town, or on the Internet.

For more information, please refer to the **COVID-19 Vaccine Navi** general information website on the right.

COVID-19 Vaccine Navi website address: <https://v-sys.mhlw.go.jp>

\*You can contact your local municipality if you are unable to find a medical institution or vaccination site.

\*The vaccine should be administered in the city, town, or village where your residency is registered (place of residence), except if you are hospitalized or admitted to a facility.

Please see the reverse side for information about vaccines outside of your registered address.

\*It is not possible to make a reservation directly through the COVID-19 Vaccine Navi website.



COVID-19 Vaccine Navi secondary code

### 3 Make a reservation and get the vaccine

Please contact the medical institution or municipality where you want to receive the vaccine.

Designated medical institutions in your area

Make an appointment directly with a medical institution (by phone, Internet, etc.)

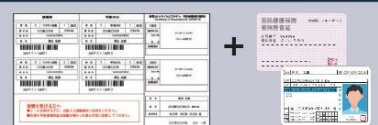
Vaccination sites in municipalities

Call center:



Things to bring

- Coupon (enclosed in this notice)
- Identification documents (driver's license, health insurance card, etc.)



\*Please measure your body temperature at home before the vaccine, and refrain from getting the vaccine and contact the municipal office or medical institution where you made the appointment if you have an obvious fever or do not feel well.

\*Please wear clothes that make it easy to access your shoulders.

\*In order to get the full effect of the vaccine, it is necessary to receive two doses of the same type of vaccine at a set interval. When you receive the first dose, please check when you should receive the next vaccination.

\*The enclosed coupons are for two inoculation certificates or vaccination certificates. Bring this form with you each time, and please do not cut them off.

Please use the material prepared by the Ministry of Health, Labour and Welfare only as a guide. The Notification you will receive from your municipal government may not be identical with this material.

### ◎ Start of vaccinations for the elderly

While vaccinations are scheduled to begin for those who will reach 65 years of age during FY 2021 (people born on or before April 1, 1957), the time period may be further divided.

### ◎ What is a person with an underlying medical condition?

Vaccinations for people with underlying medical conditions will be started after the elderly. People with underlying medical conditions are defined as those who meet any of the following criteria (as of March 18, 2021).

1. People with the following illnesses or conditions who receive outpatient or inpatient care
  1. Chronic respiratory disease
  2. Chronic heart disease (including hypertension)
  3. Chronic kidney disease
  4. Chronic liver disease (liver cirrhosis, etc.)
  5. Diabetes being treated with insulin or medication, or diabetes associated with other diseases
  6. Blood diseases (excluding iron deficiency anemia)
  7. Diseases that impair the functioning of the immune system (including malignant tumors under treatment)
  8. Receiving treatment that depresses the immune system, including steroids
  9. Neurological and neuromuscular diseases associated with immune abnormalities
  10. Decreased body functions due to neurological or neuromuscular diseases (including breathing disorders)
  11. Chromosomal abnormality
  12. Severe mental and physical disabilities (severe physical disabilities and severe intellectual disabilities)
  13. Sleep apnea syndrome
  14. Severe mental illness (hospitalized for treatment of mental illness, holding a mental disability certificate or falling under the category of "severe and continuous" in self-supporting medical care (psychiatric hospital care)) or intellectual disabilities (holding a rehabilitation certificate)
2. Obese individuals who meet the criteria (BMI of 30 or higher)

BMI = Body weight (kg) ÷ height (m) ÷ height (m)

\*Guideline for BMI of 30: height of 170cm and weight of 87kg, height of 160cm and weight of 77kg

Vaccination of workers in elderly care facilities will be started at the same time.

### ◎ Vaccination at places other than the place where the resident card is registered (place of residence)

• If you are receiving the vaccine at a medical institution or facility where you are being hospitalized or admitted → Please consult with the medical institution or facility.

• If you are receiving the vaccine at a medical institution where you are being treated for an underlying condition → Please consult with the medical institution.

• If your residence is different from your address → You may be able to receive the vaccine in the area where you actually live.

Please check the COVID-19 Vaccine Navi or contact the consultation office of the municipality in which you actually live.

### ◎ Your consent is required to receive the vaccine

If you are currently undergoing treatment for a disease or have concerns about your health condition, please consult with your family doctor before deciding whether or not to receive the vaccine.

For more information on the efficacy and safety of the COVID-19 vaccine, please visit the Novel Coronavirus Vaccines page on the website of the Prime Minister of Japan and His Cabinet.

Prime Minister of Japan and His  
Cabinet Novel Coronavirus Vaccines

Search



If you are unable to view the website, please contact your local municipality.