



Advice Lines and COVID-19 Websites in English & Japanese

The Japanese authorities have established COVID-19 consultation centres in local public health centres throughout Japan. Japan’s Ministry of Health, Labour and Welfare (MHLW) has advised that those in Japan with symptoms of COVID-19 should contact consultation centres ([link here to more details](#)) or consult their primary care physician in order to receive appropriate medical advice and support.

In cases where consultation centres have limited or no English-language support available, or where advice on access to medical facilities is required, there are some additional resources for foreign nationals that may be useful. For instance, a number of prefectures have published dedicated information on COVID-19 in English on their websites, and some others have machine translations available. There are also some Prefectural and other international resident advice lines that may also be contacted for general advice and in some cases, assistance with interpretation. We have listed some of these below. Please note that we cannot guarantee some of these advice lines will have the capacity to assist in English at all times.

For English-language assistance, including on finding medical facilities or support in relation to COVID-19, please note that the Japan National Tourism Organization (JNTO) operates a 24hr hotline: **050-3816-2787**. You can also view their information on accessing medical facilities at the following link: https://www.jnto.go.jp/emergency/eng/mi_guide.html

The AMDA Medical Information Centre is another source of advice on English-language medical support. They operate a consultation line at **03-6233-9266**, and you can find more information on their website: <https://www.amdamedicalcenter.com/activities>

The Japan Times has also published a list of helpful resources in connection to the ongoing COVID-19 pandemic: <https://www.japantimes.co.jp/liveblogs/news/coronavirus-outbreak-updates/>

List of Advice Lines and Prefectural Websites			
Prefecture	Website (ENG)	Website (JPN)	General/COVID-19 Advice Line
Aichi		https://www.pref.aichi.jp/site/covid19-aichi/	Aichi Multilingual Call Centre
Akita	https://www.pref.akita.lg.jp/pages/archive/47169	https://www.pref.akita.lg.jp/pages/archive/16317	018-884-7050 (Akita Multilingual Consultation Centre)
Aomori	https://stopcovid19.pref.aomori.lg.jp/en	http://www.pref.aomori.lg.jp/welfare/health/wuhan-novel-coronavirus2020.html	017-718-5147 (Consulting Service Desk of Aomori International Association)
Chiba	https://www.pref.chiba.lg.jp/international/index.html	https://www.pref.chiba.lg.jp/	043-297-2966 (Chiba International Centre Consultation Line , 09:00-12:00/13:00-16:00)
Ehime		https://www.pref.ehime.jp/h25500/kansen/covid19.html	080-4783-5253 (Ehime Prefecture International Centre , 9:00 to 17:00) 0120-279-338 (Matsuyama International Centre)

Fukui		https://www.pref.fukui.lg.jp/doc/kenkou/kansensyo-yobousessyu/corona.html	0776-28-8800 (Fukui International Association)
Fukuoka	https://www.pref.fukuoka.lg.jp/site/english/en-living-infection-c4-1.html	https://www.pref.fukuoka.lg.jp/contents/covid-19-portal.html	092-734-3035 (Multilingual Medical Information Service Call Center , 24hrs)
Fukushima	https://www.pref.fukushima.lg.jp/sec/01010d/foreign.html	http://www.pref.fukushima.lg.jp/sec/21045c/coronavirus-list.html	024-524-1316 (Fukushima International Association , 9:00 to 17:15)
Gifu	https://www.gic.or.jp/en/	https://www.pref.gifu.lg.jp/kinkyu-juyo-joho/shingata_corona.html	058-263-8066 (Gifu Prefectural Consultation Center for Foreign Residents , 9:00-18:00 on weekdays & Sundays)
Gunma	https://www.pref.gunma.jp/ForeignLanguage.html	https://www.pref.gunma.jp/02/d29g_00243.html	027-289-8275 (One-Stop Consultation Center for Foreign Residents of Gunma , 9:00-17:00 on weekdays)
Hiroshima	https://www.pref.hiroshima.lg.jp/site/english/	https://www.pref.hiroshima.lg.jp/site/2019-ncov/	082-541-3777 (Hiroshima International Centre)
Hokkaidō	http://www.pref.hokkaido.lg.jp/ss/tsk/promo/coronavirus.htm	https://www.pref.hokkaido.lg.jp/covid-19/	011-200-9595 (Hokkaido Foreign Resident Support Centre , 09:00-12:00, 13:00-17:00)
Hyōgo	https://web.pref.hyogo.lg.jp/f/index.html	https://web.pref.hyogo.lg.jp/index.html	078-382-2052 (Hyogo Multicultural Counselling Centre)
Ibaraki	https://www.pref.ibaraki.jp/seikatsukankyo/josei/kenmin/coronavirus_top.html	https://www.pref.ibaraki.jp/hokenfukushi/yobo/kiki/yobo/kansen/idwr/information/other/documents/20200130-corona.html	029-859-5000 (English-language COVID-19 Consultation Centre – Tsukuba Health Centre ; 9:00-12:00/13:00-17:00) 029-244-3811 (Ibaraki International Association Consultation Line)
Ishikawa	https://www.pref.ishikawa.lg.jp/foreign/en/index.html	https://www.pref.ishikawa.lg.jp/kansen/corona.html	076-222-5950 (Ishikawa Foundation for International Exchange)
Iwate	https://www.pref.iwate.jp/kyouikubunka/kokusai/1006971/1027622/1027623.html	https://www.pref.iwate.jp/kurashikankyou/iryuu/covid19/index.html	019-654-8900 (Iwate Support Centre for Foreign Residents)
Kagawa		https://www.pref.kagawa.lg.jp/content/dir1/dir1_6/dir1_6	087-837-5908 (Kagawa International Exchange Association)

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Kagoshima	http://www.pref.kagoshima.jp/foreign/index.html	http://www.pref.kagoshima.jp/kenko-fukushi/covid19/covid19.html	070-7662-4541 (Consultation Desk for Foreign Residents , 09:00-17:00)
Kanagawa	https://www.pref.kanagawa.jp/docs/k2w/covid19/en.html	http://www.pref.kanagawa.jp/osirase/1369/	045-316-2770 (Kanagawa Multilingual Support Centre)
Kōchi	https://www.pref.kochi.lg.jp/soshiki/111301/2020042700384.html	https://www.pref.kochi.lg.jp/soshiki/111301/info-COVID-19.html	088-821-6440 (Kochi Consultation Centre for Foreign Residents)
Kumamoto	https://www.pref.kumamoto.jp/soshiki/1/20487.html	https://www.pref.kumamoto.jp/index2.html	080-4275-4489 (Kumamoto Support for Foreign Residents , 8:30 - 17:15)
Kyoto	https://www.pref.kyoto.jp/kokusai/coronavirus_update.html	https://www.pref.kyoto.jp/keintai/news/novelcoronavirus.html	075-414-4726 (COVID-19 Consultation service for international residents and tourists in Kyoto Prefecture, 10:00 - 17:00)
Mie	https://www.pref.mie.lg.jp/ENGLISH/index.htm	https://www.pref.mie.lg.jp/YAKUMUS/HP/m0068000066.htm	080-3300-8077 (MieCo Consultation Support Center for Foreigners) 059-223-5006 (Mie Foreign Residents Advisory Desk)
Miyagi	https://www.pref.miyagi.jp/soshiki/kohou/foreign.html	https://www.pref.miyagi.jp/site/covid-19/	022-275-9990 (Miyagi Support Centre for Foreign Nationals , 09:00-17:00)
Miyazaki	https://www.pref.miyazaki.lg.jp/covid-19/foreigners/index.html	https://www.pref.miyazaki.lg.jp/covid-19/index.html	0985-41-5901 (Miyazaki Support Centre for Foreign Residents , 10:00 – 17:00, Tue – Sat)
Nagano	https://www.pref.nagano.lg.jp/government/index.html	https://www.pref.nagano.lg.jp/hoken-shippei/kenko/kenko/kansensho/joho/corona.html	026-219-3068 (Nagano Prefecture Intercultural Consultation Centre)
Nagasaki	https://www.pref.nagasaki.jp/bunrui/hukushi-hoken/kansensho/corona_for_einger_naiyou/	https://www.pref.nagasaki.jp/bunrui/hukushi-hoken/kansensho/corona_nagasaki/	095-820-3377 (Nagasaki Prefecture Consultation Center for Foreign People) Nagasaki International Association
Nara	http://www.pref.nara.jp/46485.htm	http://www.pref.nara.jp/	0742-81-3420 (Nara Consultation Line for Foreign Residents , 09:00-17:00)
Niigata	https://www.pref.niigata.lg.jp/site/multilingual/	https://www.pref.niigata.lg.jp/sec/kikitaisaku/shingata-corona.html	025-241-1881 (Niigata International Association)
Ōita	https://www.pref.oita.jp/soshiki/10140/about-the-covid-19-otherlanguages.html	https://www.pref.oita.jp/site/bosaianzen/shingatacorona.html	097-529-7119 (Oita International Plaza , 10:00 – 17:00)

Okayama	https://www.pref.okayama.jp/page/298932.html	https://www.pref.okayama.jp/page/645925.html	086-256-6052 (Okayama Prefectural International Exchange Foundation)
Okinawa	https://okinawa.stopcovid19.jp/en/	https://okinawa.stopcovid19.jp/	0570-050-235 (Okinawa Inbound Medical Interpreter Call Centre, 24hr)
Osaka	https://covid19-osaka.info/en	http://www.pref.osaka.lg.jp/iryo/osakakansensho/corona.html	06-6941-2297 (Osaka Information Service for Foreign Residents)
Saga	https://www.pref.saga.lg.jp.ezg.hp.transer.com/default.html	https://www.pref.saga.lg.jp/list04342.html	0952-22-7830 (Saga Prefecture International Relations Association , 09:00-17:00)
Saitama	https://www.pref.saitama.lg.jp/a0701/covid19/gaikoku.html	https://www.pref.saitama.lg.jp/index.html	048-833-3296 (Saitama International Association)
Shiga	https://www.pref.shiga.lg.jp/foreignlanguage/index.html	https://www.pref.shiga.lg.jp/	077-523-5646 (Shiga Foreign Residents Information Centre , 10:00-17:00)
Shimane		https://www.pref.shimane.lg.jp/bousai/info/bousai/kikikanri/shingata_taisaku/new_coronavirus_portal.html	070-3774-9329 (Shimane Multicultural General Consultation One Stop Centre , 09:00-17:00) Shimane International Centre
Shizuoka	https://www.pref.shizuoka.jp/kenmin/km-160/multiculturalisminshizuokaprefecture.html	https://www.pref.shizuoka.jp/kinkyu/covid-19.html	054-204-2000 (Shizuoka Assistance Centre for Foreign Residents , 10:00-16:00 on weekdays)
Tochigi	http://www.pref.tochigi.lg.jp/c05/kouhou/korona.html#gai koku	http://www.pref.tochigi.lg.jp/c05/kouhou/korona.html	028-678-8282 (Tochigi Consultation and Support Centre for Foreign Residents)
Tokushima	https://www.pref.tokushima.lg.jp/en/japanese/kennai/5036047/	https://www.pref.tokushima.lg.jp/ippannokata/kenko/kansensho/5035331/	088-656-3312 or 088-656-3313 (Tokushima Multilingual Consultation Service , 10:00-18:00)
Tokyo	https://stopcovid19.metro.tokyo.lg.jp/en	https://stopcovid19.metro.tokyo.lg.jp/	0570-550-571 (TMG General COVID-19 advice line) 03-5285-8181 (Himawari - Tokyo Health Care Information Center)
Tottori	https://www.pref.tottori.lg.jp/covid-19-multilingual/	https://www.pref.tottori.lg.jp/	Tottori Prefectural International Exchange Foundation

Toyama	https://www.pref.toyama.jp/foreignlanguage.html	https://www.pref.toyama.jp/index.html	076-441-5654, 080-5852-2234 (Toyama Prefecture Foreign Resident Support Centre , 8:30-17:15 on weekdays) Toyama International Centre
Wakayama	https://www.pref.wakayama.lg.jp/prefg/022300/d00203244.html	https://www.pref.wakayama.lg.jp/index.html	073-435-5240 (Wakayama International Exchange Centre , Wakayama Prefecture Support 10:00-17:00)
Yamagata	https://www.pref.yamagata.jp/kensei/shoukai/aboutthissite/foreign_language.html	https://www.pref.yamagata.jp/ou/bosai/020072/kochibou/coronavirus/coronavirus.html	023-647-2560 (Association for International Relations in Yamagata , 9:30-18:00 from Tuesdays to Sundays) Association for International Relations in Yamagata
Yamaguchi	https://www.pref.yamaguchi.lg.jp/foreign/	https://www.pref.yamaguchi.lg.jp/cms/a11000/sodan/koronasoudan.html	083-995-2100 (Yamaguchi Multilingual Consultation Center , 10:00-16:00) Yamaguchi International Exchange Association
Yamanashi	https://www.pref.yamanashi.jp/koucho/coronavirus/info_coronavirus_foreignlanguage.html	https://www.pref.yamanashi.jp/koucho/coronavirus/info_coronavirus.html	055-222-3390 (Yamanashi International Association , 09:00-16:00)