

## How to respond to COVID-19

~When you are diagnosed with COVID-19 or  
when there is a possibility that you are a close contact ~



As of Dec 28, 2022

### 1. When you are diagnosed with COVID-19



◆ If you have a risk of developing serious symptoms (if you are over 65 years of age, may need to be admitted to a hospital, or pregnant, etc.), the Health Center will send a text message (short message) to your cellphone and call.

※ If your condition deteriorates, call the **Medical Consultation Center for COVID-19.**

**Medical Consultation Center for COVID-19.**

Phone: 0798-26-2240

(Hours: 9:00 am – 7:00 pm, 9:00 am – 5:00 pm on Sat, Sun, holidays and 12/29 – 1/3)

◆ If you are under 65 years of age, do not have underlying medical conditions, not obese (BMI of 30 or higher), or not pregnant, the Health Center will not contact you.

※ If you wish to be registered, please register to Nishinomiya City Recuperation Support Center (*Nishinomiya Ryoyo Sapoto Center*)

«How to register»

① If you visited a medical institution, please see the flyer(Japanese) you received at the medical institution.

② If you self-tested, register from Nishinomiya City Recuperation Support Center's registration form.

**Registration form for COVID-19 positive patient (self-test) (Japanese)**

«The period to recuperate at home»

**If you don't have any symptoms** 7 days from the day after the specimen collection date

※ If you develop any symptoms during your recuperation period at home, then 7 days from the next day you develop symptoms and until 24 hours after your symptoms subside.

**If you are symptomatic** 7 days from next the day of the illness onset date and also 24 hours after your symptoms subside

※What is the illness onset date?

The day you start to have cold symptoms such as fever over 37.5 °C, cough, sputum, nasal congestion, sore throat, headache, fatigue, diarrhea, or the date you started to have loss of taste or smell.

2. **When you think you are a close contact with a patient**

The Health Center will not contact you.

If someone you know or someone in your family



becomes infected with COVID-19, please confirm the test date, the illness onset date of the infected person, and also the last date you met with the patient. Then determine by yourself whether you are a “close contact” or not.

※ A close contact is someone who met with the infected person during his/her “infectious period” and falls under either of the following conditions.

- ① Someone who lives with the infected person
- ② Someone who had contact with the infected person for a long time (including inside of a car or aircraft)
- ③ Someone who had a conversation for more than 15 minutes within arm’s reach of an infected person who wore no mask.
- ④ Someone who wore no mask and had a conversation with an infected person for more than 15 minutes within the distance of 1 m.

※ What is an “infectious period”?

- Symptomatic patient : it is from 2 days before one starts developing symptoms.
- Patient without symptoms: it is from 2 days before the specimen collection date.

«Note to the close contact»

**If you don't have any symptoms** Please stay home for 5 days from the next day of the last date you met with the infected person.

**If you are symptomatic** Please consult your family doctor or

**Medical Consultation Center for COVID-19.**

**Phone: 0798-26-2240**

(Hours: 9:00 am – 7:00 pm, 9:00 am – 5:00 pm on Sat, Sun, holidays and 12/29 – 1/3)

◆ **Hyogo multi-language COVID-19 vaccination consultation center**

★ When you call, please tell the operator which language you would like to speak.

Phone: **050-3174-4567**

Hours: 9:00 am – 9:00 pm every day

○ Available languages: 30 languages including English, Chinese, Korean, Portuguese ,  
Spanish, Vietnamese

◆ **Hyogo COVID-19 health consultation service for foreigners**

★ When you call, please tell the operator which language you would like to speak.

Phone: **050-3171-3244**

Hours: 24 hours, 365 days

○ Available languages: 30 languages including English, Chinese, Korean, Portuguese ,  
Spanish, Vietnamese

◆ **MHLW COVID-19 Consultation Call Center (open 365days)**

**Available Languages and Hours:**

English, Chinese, Korean, Spanish, Portuguese; 9:00 am – 9:00 pm

Thai; 9:00 am – 6:00 pm

Vietnamese; 10:00 am – 7:00 pm

Phone: **0120-565653** (toll-free)

<Note>

Please thoroughly take the infection control measures and in order to be prepared for the possible recuperation at home, stockpile food and sanitary products. Thank you for your cooperation.



※ It is allowed for patients who fulfill certain conditions to go out for a minimum period of time to perform necessary duties such as grocery shopping.

Eligible person: anyone who is passed 24 hours after the symptoms subsided or who is asymptomatic

Necessary condition: to take a thorough preventive measures against infection when going out  
It should be for short hours, you should wear a mask and not to use public transportation, etc.