

To Patients and Families

The philosophy of Osaka City University Hospital

Based on the Faculty of Medicine's founding spirit "Wisdom, humanity, and courage," we:

1. Provide high-quality medical care that contributes to citizens' health.
2. Cultivate enriched and trusted medical professionals.
3. Make tireless and continuous efforts to advance medical care.

Basic policies

1. We provide safe, high-quality, patient-centered medical care.
2. We contribute to the improvement of regional medical care.
3. We promote health and preventive medicine.
4. We provide the latest advanced medical care.
5. We cultivate excellent, humane medical professionals.
6. We develop new diagnostic methods, treatments, and preventive medicines.
7. We promote diverse, high-quality research.

Patients' rights

1. You have the right to receive safe, high-quality medical care.
2. You have the right to choose a treatment based on free will.
3. You have the right to receive sufficient explanation and information about their treatment.
4. You have the right to get a referral if they desire a second opinion.
5. You have the right to receive medical care that respects human dignity.
6. Your privacy and personal information related to medical care will be protected.
7. You have the right to receive health education.

Patients' responsibilities

1. To provide accurate information about their medical condition(s).
2. To actively work on the accepted and agreed-upon treatment policy or policies.
3. To follow the hospital rules and instructions. (Verbal abuse, violence, or disruptive behavior may be reported to the police.)
4. To pay medical bills in a timely and appropriate manner.





The Roles of Osaka City University Hospital

Specific-function hospital

Our hospital has been approved as a “specific-function hospital” as specified in the Medical Care Act, and it has specialized advanced medical functions.

As an educational institution

In our hospital, we provide training and practice for medical/dental trainees, nurses, and medical/nursing students under the supervision of trainer physicians, nursing staff, etc. to develop excellent doctors, nurses, paramedics, etc. and contribute to society.

Request for understanding and cooperation with hospital transfers and discharges

We practice advanced medical care focused on acute-phase treatment. When a patient's condition has stabilized and our hospital's treatment has ended, they are required to transfer to another hospital or receive treatment at home. In such cases, we will support a smooth transfer to another hospital or discharge.

※ We ask for your cooperation in understanding these points.

About personal information

Points about protection of patient privacy

- Our hospital uses extreme care in handling patients' personal information and providing safe medical care to ensure the patients receive treatment free from anxiety.
- We display patient names in hospital rooms, on medicine bags, syringes, IV drips, test containers, etc., to allow for continuous verification.
- As a general rule, we do not respond to telephone inquiries about patients.
- We display the patient's name at the entrance to their hospital room. Please let us know if this is inconvenient for you.