

2 In emergencies

2.1 If you are a victim of theft or violence ⇒ call 110.

You will be connected to the police. Tell the police the following

- ①What happened?
- ②When?
- ③Where?

You can also seek help at a koban (police box).

Police box services also include sending out community patrols, caring for lost children, and managing lost-and-found items.



2.2 In the event of a traffic accident ⇒ call 110.

You will be connected to the police. Tell the police the following:

- ① “There has been a traffic accident.”
- ② The address at which the accident occurred and nearby landmarks
- ③ How many people are injured (sex, age, extent of injuries)
- ④ State of the accident



[Other actions you should take]

- ① Perform first aid on the injured.
- ② If further accidents seem likely to take place, move the injured to a safe place.
If the injured have suffered head injuries, do not move them until an ambulance arrives.
- ③ Use warning flares and triangles to prevent secondary accidents.
- ④ Call the insurance company if your choice that provides your coverage.

Make sure you know the following about the other party in the accident :

· License plate number · Driver's license · Address · Name · Phone number

※ When calling, turn on your mobile phone's GPS functionality so that the police can find your current location. If you don't speak Japanese, pass your phone to a nearby Japanese person so they can speak for you.

※ Two types of automobile insurance

- ① Compulsory Automobile Liability Insurance : You must be covered by this type of insurance if you have a car.
- ② Voluntary Insurance : You are free to purchase this type of insurance if you wish. Various types of compensation are available depending on the coverage of your insurance contract.

For more information on Traffic Accident Consultation Centers, refer to the [prefectural website \(Traffic Accident Consultation Center Information <Central, Rokko, Ken-nan, Ken-sei>\)](#) (external link). Free consultation. Appointment required.

2.3 If a fire has broken out, call 119.

You will be connected to the fire department. Convey the following to the fire department. Even if you cannot speak Japanese, you can be connected to an operator at a call center that can handle interpretation across 19 languages.

- ① “There has been a fire.”
- ② The location of the fire and nearby landmarks
- ③ What is burning
- ④ If anyone is still in the burning building(s)



[Other actions you should take]

- ① If there is smoke, cover your mouth with a wet towel, duck low to the ground, and escape.
- ② Yell “Fire!” (“Kaji da!”) in a loud voice to alert others nearby.

2.4 If there is sudden illness or a major injury ⇒ call 119.

You will be connected to the fire department. Convey the following to the fire department. Even if you cannot speak Japanese, you can be connected to an operator at a call center that can handle interpretation across 19 languages.

- ① This is an emergency.
- ② The address to which the ambulance should be sent and nearby landmarks
- ③ Number of sick or injured, their ages, and their sexes
- ④ State of the sick or injured
(Can they speak? Are they conscious? Can they walk? Etc.)



2.5 If there is an illness on Saturday, Sunday, a national holiday, or nighttime

There are clinics that will provide emergency treatment on Saturdays, Sundays, national holidays, and nighttime. You will need a health insurance card and enough money to pay for the medical examination.

■ Hitachinaka City Emergency Clinic

20-32 Ishikawacho, Hitachinaka City Phone: 029-274-3240

Holidays 【Sundays, national holidays, New Year's holidays (Dec. 31 to Jan. 3)】

Internal medicine, surgery, pediatrics (9:00 am to 11:30 am, 1:00 pm to 3:30 pm)

Nighttime 【Saturday, Sundays, national holidays】

Internal medicine, surgery, pediatrics (7:00 pm to 9:30 pm)

■ Ibaraki Emergency Children's Medical Consultation

Open 24 hours a day, 365 days a year Phone: #8000 or 050-5445-2856

■ Ibaraki Emergency Medical Consultation (Adults)

Open 24 hours a day, 365 days a year Phone: #7119 or 050-5445-2856

■ Ibaraki Emergency Medical Information System

Use the Ibaraki Emergency Medical Information System to look up nearby hospitals, hospitals that are open on weekends and holidays, and hospitals with medical staff who can speak foreign languages.

Visit the [search page \(Search for a doctor\)](#) (external link) for more.

