



Advice Lines and COVID-19 Websites in English & Japanese

The Japanese authorities have established 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 these consultation centres ([link here to more details](#)) in order to receive appropriate advice, including on accessing medical facilities if required.

In cases where consultation centres have limited or no English-language support available, there are some additional resources for foreign nationals which may be useful. A number of Prefectures have published dedicated information on COVID-19 in English on their websites, with some others only having machine translation available. There are also some Prefectural and other international resident advice lines which may also be contacted for general advice and in some cases, assistance with interpretation. We have listed some of these below in case helpful. 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>

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/list549-1498.html https://www.aichi-now.jp/en/news/detail/779/	https://www.pref.aichi.jp/site/covid19-aichi/	https://www.aichi-now.jp/en/news/detail/779/ (Aichi Multilingual Call Center, 24H)
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	http://www.kokusai-koryu.jp/foreigners/	http://www.pref.aomori.lg.jp/welfare/health/wuhan-novel-coronavirus2020.html	017-718-5147 (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	http://translate.google.co.jp/translate?hl=ja&sl=ja&tl=en&u=http%3A%2F%2Fwww.pref.ehime.jp%2F	https://www.pref.ehime.jp/h25500/kansen/covid19.html	0120-279-338 (Matsuyama International Centre)
Fukui	https://www.pref.fukui.lg.jp/doc/kenkou/kansensyo-yobousessyu/corona-e.html	https://www.pref.fukui.lg.jp/doc/kenkou/kansensyo-yobousessyu/corona.html	0776-88-0062 (Fukui Consultation Centre for Foreign Residents)
Fukuoka	https://www.pref.fukuoka.lg.jp/site/english/en-coronavirus.html	https://www.pref.fukuoka.lg.jp/contents/covid-19-portal.html	092-286-9595 (Multilingual Medical Information Service Call Center , 24hrs)
Fukushima	http://www.worldvillage.org/sp/english/	http://www.pref.fukushima.lg.jp/sec/21045c/coronavirus-list.html	024-524-1316 (Fukushima International Association)
Gifu	https://www.gic.or.jp/en/2020/04/covid-19.html	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.e.aag.hp.transer.com/02/d29g_00243.html	https://www.pref.gunma.jp/02/d29g_00243.html	027-289-8275 (Gunma Foreign Residents General Consultation One-stop Centre , 9:00-17:00 on weekdays)
Hiroshima	https://www.pref.hiroshima.lg.jp/site/2019-ncov/ (Link to machine translation of information: https://www.catapoke.com/viewer/?open=62b3f)	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	http://www.pref.hokkaido.lg.jp/ss/tkk/singatakoronahaien.htm	011-200-9595 (Hokkaido Foreign Resident Support Centre , 09:00-12:00, 13:00-17:00)
Hyōgo	https://web.pref.hyogo.lg.jp/fl/index.html	https://web.pref.hyogo.lg.jp/kk03/200129.html	078- 382-2052 (Hyogo Multicultural Counselling Centre)

Ibaraki	https://www.pref.ibaraki.jp/hokenfukushi/yobo/kiki/yobo/kansen/idwr/pres/s/2020-corona.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/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_2/wt5q49200131182439.shtml	https://www.pref.kagawa.lg.jp/content/dir1/dir1_6/dir1_6_2/wt5q49200131182439.shtml	087-837-5908 (Kagawa International Exchange Association)
Kagoshima	http://www.pref.kagoshima.jp/ae06/kenko-fukushi/kenko-iryuu/kansen/kansensho/coronavirus.html#foreigners	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/ga4/bukanshi/covid19_info.html	http://www.pref.kanagawa.jp/osirase/1369/	045-316-2770 (Kanagawa Multilingual Support Centre)
Kōchi	https://www.pref.kochi.lg.jp/soshiki/111301/info-COVID-19.html#tagengo	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.e.qp.hp.transer.com/hpkiji/pub/List.aspx?cid=3&class_set_id=1&classes_id=7049	https://www.pref.kumamoto.jp/hpkiji/pub/List.aspx?cid=3&class_set_id=1&classes_id=7049	080-4275-4489 (Kumamoto Support for Foreign Residents)

Kyoto	https://www.pref.kyoto.jp/kokusai/coronavirus_update.html	https://www.pref.kyoto.jp/kentai/news/novelcoronavirus.html	075-414-4726 (COVID-19 Consultation service for international residents and tourists in Kyoto Prefecture)
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	http://translate.google.co.jp/translate?hl=ja&sl=ja&tl=en&u=http%3A%2F%2Fwww.pref.miyagi.jp%2F	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/kohosenryaku/kenko/hoken/covid19_eng.html	https://www.pref.miyazaki.lg.jp/kansensho-taisaku/kenko/hoken/20200121143156.html	0985-41-5901 (Miyazaki Support Centre for Foreign Residents)
Nagano	https://www.pref.nagano.lg.jp/kokusai/sangyo/kokusai/tabunka/tabunka/johoshi/documents/61th_eng.pdf	https://www.pref.nagano.lg.jp/hoken-shippei/kenko/kenko/kansensho/joho/corona.html	0120 691 792 (Nagano Prefecture Interpretation Service ; can request to connect to consultation lines, 24H)
Nagasaki	https://www.nia.or.jp/record_en/index.php/category/COVID-19	https://www.pref.nagasaki.jp/bunrui/hukushi-hoken/kansensho/corona_nagasaki/	095-820-3377 (Nagasaki Consultation Centre for Foreign People)
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://translate.google.co.jp/translate?js=y&prev=t&hl=ja&ie=UTF-8&layout=1&eotf=1&u=http%3A%2F%2Fwww.pref.niigata.lg.jp&sl=ja&tl=en	https://www.pref.niigata.lg.jp/sec/kikitaisaku/shingata-corona.html	025-241-1881 (The Foreign Resident Consultation Center of Niigata , 10:00-14:00 Mondays & Thursdays, 10:00-17:00 on Fridays)
Ōita	http://www.pref.oita.jp/oshiki/10140/coronavirus2019-english.html	https://www.pref.oita.jp/site/bosaienzen/shingatacorona.html	http://www.pref.oita.jp/uploaded/attachment/2072673.pdf
Okayama	https://www.pref.okayama.jp/uploaded/life/658086_5719218_misc.pdf	https://www.pref.okayama.jp/page/645925.html	086-256-6052 (Okayama International Support Centre , 09:00-17:00)

Okinawa	https://www.visitokinawa.jp/news/about-coronavirus-disease	https://www.pref.okinawa.lg.jp/site/chijiko/kohokoryu/koho/2020_new_corona_potai.html	0570-050-235 (Okinawa Inbound Medical Interpreter Call Centre , 24hr)
Osaka	http://www.pref.osaka.lg.jp.e.agb.hp.transer.com/iryo/osakakansensho/corona.html	http://www.pref.osaka.lg.jp/iryo/osakakansensho/corona.html	06-6941-2297 (Osaka Information Service for Foreign Residents , Mon/Fri 9:00. – 20:00; Tues/Wed/Thurs. 09:00-17:30; 2nd & 4th Sun. of each month 13:00-17:00)
Saga	https://www.pref.saga.lg.jp.e.zg.hp.transer.com/list04342.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.sic-info.org/en/others/post-2881/	https://www.pref.shimane.lg.jp/bousai_info/bousai/kikikanri/shingata_taisaku/new_coronavirus_portai.html	070-3774-9329 (Shimane Multicultural General Consultation One Stop Centre , 09:00-17:00)
Shizuoka	https://www.pref.shizuoka.jp/kenmin/km-160/tabunkacorona.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://tia21.or.jp/index_eng.html	http://www.pref.tochigi.lg.jp/c05/kouhou/korona.html	028-678-8282 (Coronavirus Hotline for Tochigi Residents , 24H)
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/290013.htm	https://www.pref.tottori.lg.jp/item/1197555.htm#itemid1197555	http://www.torisakuyu.or.jp/en/2/whats-new/tpief/v112/m209/

Toyama	http://www.pref.toyama.jp/cms_pfile/00021433/01373753.pdf http://www.tic-toyama.or.jp/english/topics/information_about_the_novel_coronavirus_english.html	http://www.pref.toyama.jp/sections/1118/virus/index.html	076-441-5654, 080-5852-2234 (Toyama Prefecture Foreign Resident Support Centre , 8:30-17:15 on weekdays)
Wakayama	https://translation2.j-server.com/LUCWKYMP/ns/tl.cgi/https://www.pref.wakayama.lg.jp/prefg/99999/d00203821.html?SLANG=ja&TLANG=en&XMODE=0&XCHARSET=utf-8&XJSID=0	https://www.pref.wakayama.lg.jp/prefg/999999/d00203821.html	073-435-5240 (Wakayama International Exchange Centre , 10:00-17:00)
Yamagata	https://www.airyamagata.org/english/covid-19yamagata/	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)
Yamaguchi	https://yiea.or.jp/english/	https://www.pref.yamaguchi.lg.jp/cms/a11000/so dan/koronasoudan.html	083-995-2100 (Yamaguchi Multilingual Consultation Center , 10:00-16:00)
Yamanashi	https://www.pref.yamanashi.jp/koucho/coronavirus/info_coronavirus_foreign_language.html	https://www.pref.yamanashi.jp/koucho/coronavirus/info_coronavirus.html	055-222-3390 (Yamanashi Foreign Consultation Centre , 09:00-16:00)