

## Medical Application Form

In order to access treatment, it is necessary to read and agree to the following points and regulations regarding conduct in the clinic in the interest of all parties, including patients and staff.

### < Regarding Medical Treatment >

- 1 In order to protect patient privacy, in principle we will not respond to inquiries made by people other than the patient in question. All patients should contact the clinic themselves for all matters.
- 2 For minor patients (under the age of 20) parental consent or accompaniment may be required depending on the content of medical treatment.
- 3 If Oak Clinic professionals deem that we cannot effectively assist you, we may deny treatment and refer you to another medical institution.
- 4 Due to legal medical regulation, it is not possible to give out medicine without a medical examination. It is necessary to discuss your situation with the doctor prior to receiving medicine.
- 5 We will keep a copy of your health insurance card and, where applicable, "zairyu" residence ID card as a part of your medical record.
- 6 The reception time for telephone inquiries depends on the content. Some topics have more limited reception times than others. Please note that we cannot respond to inquiries after hours. If you have an urgent situation after hours, you should go to an emergency hospital.
- 7 When you receive medical treatment at this hospital, medical information and samples (such as blood and tissue taken for tests or during surgery, eggs and embryos obtained through in vitro fertilization and marked for disposal by the patient, etc.) are generated. Such information, samples, and images are important for medical research and technical training even when they are no longer necessary for the patient's treatment. Please note that surplus samples may be used to improve treatment methods and skills. Surplus samples will be fully anonymized and reported on in compliance with all Personal Information Protection Law requirements.

### < Online Medical Care >

At this hospital, we provide online medical care based on the Ministry of Health, Labor and Welfare document, "Guidelines for Proper Implementation of Online Medical Care" (Full text at the Ministry of Health, Labor and Welfare website <https://www.mhlw.go.jp/content/10800000/001233212.pdf>) By signing this document, which is required to have treatment at Oak Clinic, you agree to the following principles in accordance with that guideline:

1. At the time of making an appointment, you fully understand the inherent security and privacy risks of the systems used in online medical care, and are in agreement to participate in online care regardless.
2. In order that the doctor may obtain useful information on the patient's physical and mental condition, you will provide all requested information in detail. The doctor will document all relevant information.
3. If the doctor determines that the patient's condition cannot be sufficiently determined during the online medical examination, the doctor will recommend a face-to-face consultation.
4. Do not record by any method without the consent of your doctor.
5. Do not allow third parties to participate while communicating with the doctor.
6. If a doctor or staff asks you to show a photo ID or more than one type of ID, it is necessary to comply. If you do not, the connection may be terminated.

### < Regarding Payment >

- 1 Part or all of the treatment rendered at this institution may be self-pay. The regulations of the health insurance system have many complicated clauses, requirements, and stipulations, and because of this, the actual cost may vary from time to time even for the same treatment. We apologize for any confusion but it is necessary to accept this situation.
- 2 Prices may change unexpectedly in situations such as revision of insurance points or insurance officials' interpretation of documents. If insurance claims are rejected, the patient is responsible for the full expense. Costs of self-finance care may also change without notice. The patient remains responsible for the cost even if it changes unexpectedly.
- 3 Oak Clinic does not accept medical fee obligations from third parties. Patients must pay invoices in full and negotiate with third parties such as private insurance companies independently. If certificates or medical records are required, there may be a fee. Records and documents will only be provided to the patient directly, not to any outside parties.

All fees at Oak Clinic are in relation to services rendered. There is no way to guarantee the desired result will always occur, especially in the case of fertility treatment. It is necessary to pay for all services received, and it is not possible to receive a discount or refund solely due to results differing from those desired.

As a private clinic, we strive to provide high-quality service to all patients. If the following applies to you, your family, an attendant, or anyone visiting the clinic with you, **we may refuse to treat the patient.**

- ◆ When there are violent words or actions
- ◆ When there is an absence of common-sense behavior
- ◆ If an inconvenience is caused to other patients
- ◆ If false information is requested to be documented (e.g., on a medical certificate or letter)
- ◆ If you cannot follow medical instructions and precautions

Oak Clinic Group  
Director Yoshitaka Nakamura

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I fully understand that all matters described on this medical application treatment form apply to me, and I consent to all such matters.

Year / month / day

DATE: \_\_\_\_\_

Name & Sign: \_\_\_\_\_

The original of this document is in Japanese, and it is the Japanese document that is effective. Please fill in all necessary information on the original.  
As for the translation itself, it is for consideration, to assist you in your understanding. We cannot assume any responsibility for problems arising with reference to this translation.