Message to the People of Tokyo
"What to do when you are worried that you might be infected with the novel coronavirus (COVID-19)"

(Those who suspect they might be infected) Did any of the following occur in the two weeks leading up to the development of symptoms?
a) You were in close contact(*1) with a person infected with novel coronavirus and 1) you have a fever or 2) respiratory symptoms
b) You visited an endemic area(*2) or were in close contact with someone who traveled to or recently came to Japan from such an area and 1) have a fever of 37.5 degrees Celsius or higher and 2) respiratory symptoms.

No

Yes

Those with cold-like symptoms, a fever of 37.5 degrees Celsius or higher, serious fatigue or difficulty breathing

(General population) When symptoms persist for four days or more
(The elderly, those with underlying conditions, and pregnant women) When symptoms persist for about two days

Call the Tokyo Health Care Information Center (Himawari)
Hours: 9:00 a.m. to 8:00 p.m. (includes weekends and holidays)
03-5285-8181

叫 the Tokyo Novel Coronavirus General Consultation Call Center
Hours: 9:00 a.m. to 9:00 p.m. (includes weekends and holidays)
0570-550571 (from February 28th)

If expert advice is required

Outpatient consultation (for returnees with suspected symptoms and those in close contact with them)
*Be sure to wear a mask and avoid using public transportation if at all possible.

Doctor determines the patient needs to be tested

PCR (polymerase chain reaction) test carried out by the Tokyo Metropolitan Institute of Public Health or other facility

Test comes back positive

Patient hospitalized
(Medical institution designated for infectious diseases, etc.)

Test comes back negative

Patient recovers at home
Consultation with a medical institution
* If symptoms do not improve, consult with the patient consultation call center again.

Doctor determines the patient does not need to be tested

Caller does not need to consult with a doctor

Call center determines caller needs to consult with a doctor

【Language】Japanese, English, Chinese, Korean, Spanish and Thai

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*1 Close contact is defined as contact over a long period or living with a person suspected of having the virus, contact through examining or providing care to a patient without taking protective measures against becoming infected, contact with the bodily fluids of someone suspected of being infected, etc.

*2 Endemic area: Hubei and Zhejiang provinces in the People’s Republic of China