



“SUGU KAERERU SERVICE” (Quick-Turnaround Service Guide)



◎For those wanting to leave the hospital as soon as possible after their examination is complete
For those not wanting to give cash to an elderly relative or child who is visiting the hospital unaccompanied, etc.



Our Quick-Turnaround service is simple to join and free to use. It can be used immediately, enabling you to leave the hospital promptly following an outpatient consultation.

How do I register? You can register from home or from a hospital waiting room. Choose any of the three methods given below.
You (or a family member) should register yourself. You will need a credit card and a smartphone (PC or tablet computer) to register.

- 1 Access this URL: <https://medicalpay.jp/tmd/top/>
- 2 Open the TMDU Medical Hospital homepage
<http://www.tmd.ac.jp/medhospital/index.html>

3 Read the QR code.



Once you access any of the links at (1), (2) or (3) and fill in your email address, you will receive a user registration URL via email.
If you do not receive an email, please adjust your inbox settings to enable receipt of emails from atobarai@ml.tmd.ac.jp and try again.



Click the Guide to Quick-Turnaround service (our free quick turnaround service) tab, then the “Read More” tab next to the QR code.

▼Pointers▼

How do I read the QR code?→When you line up the QR code with the camera on your iPhone, a URL will appear on the screen of your phone. If device, you may need to install QR Code Reader or another scanner app. You can also use the Add Friends function on LINE to read the code. I've entered my email address, but haven't received an email. → Is your email account rejecting emails from the hospital (atobarai@ml.tmd.ac.jp)? Please add our account (@ml.tmd.ac.jp) to your email settings.

[Request] QR code readers and email settings vary depending on the device (smartphone, PC, etc.) you are using. If you have any queries about device/account settings and/or usage, please contact a smartphone store or PC support center.

How do I use the service? Once you have registered, you can use the service to settle your bill for outpatient services on the same day.

Step 1

Once your outpatient examination is complete, go to the Quick-Turnaround lane at the Billing Counter. Patients with a management slip (for an intractable disease, chronic pediatric condition, or financial aid for medical treatment aimed at improving independence, etc.), please go to Counter (7) to collect your management slip once you have settled your bill.

- Patients without a management slip
- Patients without a CD-ROM

You can also submit your bill for accounting at any health insurance card counter (adjacent to the escalators on the 2F, 3F and 4F). Once you've done this, you are free to return home without returning to the first floor.

Step 2

Inform the clerk that you will use the Quick-Turnaround service.

Step 3

You are free to return home.

When will I find out how much I owe?

You will receive an email from the hospital informing you of the amount due within five days of the date of your examination.
※Note that you will not receive an email if there is no charge (0 yen) for the services you received.

How do I pay my bill?

Your bill will be charged to your registered credit card (or that of a family member) five days after the date of your examination. You do not need to make payment on the day.

How do I get a receipt/statement?

You will receive an email acknowledging receipt of payment five days after the date of your examination. Once this arrives, you can use your patient registration card to collect your receipt/statement from the issuing device (located between counters (4) and (5) in the 1F lobby). The hospital does not send out receipts/statements. Once you have received the relevant email, please come to the hospital and issue your receipt/statement.
※There is no time limit on the issuing of receipts/statements. We recommend you do this as soon after making payment as possible, but you are free to leave it until your next hospital visit (i.e. for several months).

Please read the frequently asked questions overleaf.

Q : I don't know how to scan a QR code. I've submitted my email address, but haven't received an email reply.

A : Please read [the Pointers](#) given on the other side.

[\[Request\] QR code readers and email settings vary depending on the device \(smartphone, PC, etc.\) you are using.](#)

If you have any queries about email settings, character entry or other matters relating to device usage/settings,

[Please consult a family member, a smartphone store or PC support center.](#)

Q : Can a member of hospital staff register for the Quick-Turnaround service on my behalf?

A : When registering, you need to enter your credit card number and other sensitive personal information. For this reason, it is not possible to register for this service while you are visiting the hospital. Please complete the registration process yourself (or ask a family member to help you). Please note that we do not accept paper applications for this service. You will need to register via a smartphone, tablet or PC (it is not possible to register from a flip phone).

Q : Can I register a credit card other than my own? Can I register a debit card or cash card?

A : You can register a credit card belonging to a family member. Payments will be deducted as a lump-sum from the registered credit card (we do not accept installment payments). Note also that it is only possible to register a credit card. You cannot register a debit card or cash card. Also note that any outstanding sums may be deducted when you register.

Q : Can I register if I have a management slip?

A : You can. Notes will be made on your management slip and it will be stamped on the day of your examination. Once you have submitted your bill for accounting, please go to Counter (7) and collect your management slip.

Q : Once I've registered as a user, may I elect not to use the Quick-Turnaround service on a particular day?

A : You can. Please inform the clerk at the billing counter that you will not be using the Quick-Turnaround service today. Once you've done this, please inform the clerk at payment counter (3) that you will only be paying for today's expenses. You will then need to pay before leaving the hospital. If we do not receive payment for the days medical expenses they will be deducted as a lump sum from your registered credit card.

Q : What date will be on my receipt?

A : The date on which payment is completed (five days after the date of examination) is the date that will appear on your receipt.

You will receive an email acknowledging receipt of payment (or failed payment) stating the amount you have been charged on this date.

[Note that because payment completion dates for medical expenses incurred between December 27-31 will occur in the subsequent calendar year \(i.e. five days after the date of examination\), payment will also go through the following year. Please note this when filing for medical expense deductions.](#)

Q : Why haven't I received an email acknowledging receipt of payment?

A : Have you changed your email address since registering for the service? In addition, if there was no charge for the day's consultation for medical card, etc. reasons, you will not receive an email acknowledging receipt of payment.

Q : When do I need to use my password?

A : You will need your password to change or renew a credit card (if your card is up for renewal, you will need to alter your register when your [new credit card arrives](#)) or to register a change of address, etc.

Q : What should I do if I want to alter my registered information, such as my address or credit card information?

A : You can alter an address or credit card information [by accessing the Change Registration Details / Update Credit Card Information URL](#) at <https://medicalpay.jp/tmd/login/>

Q : I've forgotten my ID and/or my password.

A : When you access the Change Registration Details / Update Credit Card Information URL (see above), you'll see an inquiries tab at the bottom of the screen. Please use this to send an email requesting a new ID/password.