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

May 13, 2020 Tokyo Metropolitan Government

If you have severe symptoms such as difficulty breathing, serious fatigue, a high fever or persistent, relatively mild symptoms such as a fever and a cough
(The elderly, those with underlying conditions, and pregnant women)
If you have relatively mild cold-like symptoms such as a fever and a cough

If you feel worried
If you are worried that you might have been infected
If you want to know how to prevent infection

Call the Coronavirus Call Center
Hours: 9:00 a.m. to 9:00 p.m. (includes weekends and holidays)
0570-550571 0570-550571 0570-550571 0570-550571

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 03-5285-8181 03-5285-8181 03-5285-8181

Call the Novel Coronavirus Hotline
(Open 24 hours)
(Weekdays/Daytime)
Call local public health centers
(Weekends/Holidays and Nighttime)
03-5320-4592

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

Consult over the phone with your primary care physician
Call the Novel Coronavirus Hotline
(Open 24 hours)
(Weekdays/Daytime)
If expert advice is needed

Outpatient consultation
(for returnees with suspected symptoms and those in close contact with them)
When it is determined that further consultation is needed

Consultation with a medical institution

Consultation with a PCR testing center

When it is determined that the caller does not need to consult with a doctor

When it is determined that the patient does not need to be tested

PCR (polymerase chain reaction) test carried out by the Tokyo Metropolitan Institute of Public Health or private testing institution, etc.

Test comes back positive

Patient is hospitalized (medical institution designated for infectious diseases) or recovers at a hotel designated for recovery, etc.

Test comes back

Patient recovers at home

Consultation with a medical institution

* If symptoms do not improve, consult with the Novel Coronavirus Hotline or your primary care physician again.

Attachment