

**Status Survey on Acceptance of Foreign  
Patients Visiting Osaka by Osaka  
Prefecture  
Results Report (Annex)**

**March 2019**

# Multilingual medical care tool market service survey

\*The survey content is as of November, 2018.

## ● For non-Japanese patients

Multilingual medical interpreting with tablet-based systems and apps

- Free edition

Utilizing Organizations	JIGH mediPhone Office
Name	mediPhone (medical translation app)
Overview of Services	No-wait telephone medical interpreting and video medical interpreting service for sudden hospital visits by non-Japanese patients as well as a medical translation app, dispatch of medical interpreters for advanced treatment or examinations, translation of medical certificates, consent forms, hospital admission information, hospital signs, and more.
Languages offered	English, Chinese
Website	<a href="https://mediphone.jp/">https://mediphone.jp/</a>

Utilizing Organizations	Thirty Four Co., Ltd.
Name	UrDoc
Overview of Services	Network of doctors speaking different languages. Multilingual medical consultation service linking you to medical care with a single app.
Languages offered	English
Website	<a href="https://www.ur-doc.com/ja/">https://www.ur-doc.com/ja/</a>

Utilizing Organizations	National Institute of Information and Communications Technology
Name	VoiceTra
Overview of Services	Voice translation app that translates your words into another language.
Languages offered	English, Chinese, Korean, Thai, French, Indonesian, Vietnamese, Spanish, Burmese, Arabic, Italian, Urdu, Dutch, Khmer, Sinhalese, Danish, German, Turkish, Nepali, Hungarian, Hindi, Filipino, Polish, Portuguese, Malaysian, Mongolian, Lao, Russian
Website	<a href="http://voicetra.nict.go.jp/index.html">http://voicetra.nict.go.jp/index.html</a>

Utilizing Organizations	UniversalDoctor
Name	Medical Consultation Translator with Voice Support
Overview of Services	App intermediary for doctors and patients to receive medical care services when traveling abroad.
Languages offered	Arabic, Italian, Catalan, Spanish, Somali, German, Norwegian (Bokmål), French, Portuguese, Polish, Romanian, Russian, Chinese, English
Website	<a href="http://www.universaldocor.com/">http://www.universaldocor.com/</a>

- Fee required

Utilizing Organizations	Mais Co., Ltd.
Name	Dr. Passport (Multilingual Symptom Translation App)
Overview of Services	App that combines conveying symptoms, personal health data, phrases for medical institutions, and contacts.
Languages offered	English, Chinese, Korean, Spanish, French, German, Russian, Portuguese, Thai, Indonesian, Vietnamese, Malaysian
Website	<a href="https://dr-passport.com/">https://dr-passport.com/</a>