

# Consultation Process



**Parking Ticket Check**  
If you use the outpatient parking lot, your parking fee will be free of charge by presenting your medical bill receipt to the security guard near the entrance.

**New Patients**  
Returning patient having a consultation with a department for the first time.

**Returning Patients**  
(within 3 months of receiving the previous consultation)

**Returning Patients**  
(over 3 months of receiving the previous consultation)

- Insurance Certificate, Referral Letter, etc.
- Request for Medical Service

**Returning Patients Check-in Machine**

**Returning Patients Counter**  
(insurance certificate check)

**Returning Patients Counter**

**No.1**  
**New Patients Counter**

**Reception at Each Medical Department**

Completion of treatment  
Submit outpatient acceptance ticket

**No.3**  
**Cashiers Counter (2nd Floor)**  
• Patient Registration Card is returned  
• Account Ticket is issued

**Dispersion Accounting Counter**  
(some medical departments)  
\* For some departments, calculations are made at the department reception desk.

**Post-Payment Counter (2nd Floor)**  
• Post-Payment first time reception  
• Post-Payment reception  
• Patient Registration Card is returned  
• Receive out-of-hospital prescription

**Left side of No.7**

**Account Information Screen**

The number of the person who completed the calculation is displayed.  
If your number is shown in the upper four lines, pay at the automated payment machine. If it is in the lower lines (5th and below), pay at **No. 5** Counter.

**No.5**  
**Payment Counter**  
• Patients without a Patient Registration Card  
• Patients paying their bills in installments  
• Patients paying for their medications  
• Patients who have a high cost medical care loan  
• Patients paying delivery expenses  
• Patients with more than six payments to settle  
• Patients who have not presented their Insurance Certificate, etc.

**Automated Payment Machine**  
• Issues your Medical Bill Receipt (including the next appointment ticket and medication exchange voucher), and Statement of medical expenses.  
\* These can be issued free of charge even if you have nothing to pay.  
\* The Machine accepts Credit and Debit Cards.

**Patients with an Out-of-hospital prescription**

**Patients with an In-hospital prescription**

**Patients without a Prescription/Medication**

**No.7**  
Receive your prescription at Out-of-hospital Prescription Counter

Your number will be displayed on the Dispensary Board

Out-of-hospital Prescription Information  
(If you wish, send the fax to your pharmacy)

Out-of-hospital Prescription Information  
(If you wish, send the fax to your pharmacy)

Receive your medication at the Dispensary Counter in the Pharmaceuticals Department.

Out-of-hospital pharmacy  
(receive your medication)

Out-of-hospital pharmacy  
(receive your medication)

**Return Home**

\* Post-Payment medical bills are available for outpatient care only and not for those who have unpaid bills.