

Health status reporting relating to COVID-19 - Please answer by telephone -

How to enter your health status

- HER-SYS will call your mobile or landline at a specified time. This will be an automated call.
- The calls will come at the specified times during your health observation period. For automated call times, see the portion titled 'health observation period' at the bottom of this paper.
- For details of the call, see the attached 'details of audio guidance.'
- Health observation calls will be made up to 4 times per day, at these times:
9:00 - / 11:00 - / 14:00 - / 16:00 -
- You can answer with the push of a button, meaning even those who don't own a smartphone can use the service.

Automated Call Phone Number
050-3198-0215



If you have a cough or fever, and are experiencing urgent symptoms such as those below/any other concerning symptoms, please call the emergency contact below.

High urgency symptoms

* Symptoms as determined by family who have seen you.

Expression/ Appearance	<ul style="list-style-type: none"> • Complexion is obviously pale* • Lips have turned purple • Looks strange or different from usual*
Shortness of breath, etc.	<ul style="list-style-type: none"> • Breathing roughly (breathing rate is faster) • Suddenly short of breath • Moving a little in daily life leads to shortness of breath • Chest pain • Can't lie down • Can't breathe without sitting down • Breathing with shoulders • Wheezing
Impaired consciousness	<ul style="list-style-type: none"> • Appears to be dull or vacant (weak response)* • Appears to be hazy or groggy (unresponsive)* • Pulse feels irregular or has a disturbed rhythm

【Full Name】

【Health Observation Period】

/ ~ /

【Phone number】

〇〇 Health Center

Emergency #: *****-****-*****

英語

Health Observation

- If you have been confirmed to have been infected with COVID-19, or if you are suspected to be infected (including cases such as waiting for the result of your PCR test, etc.), please verify your health status.
- Answering questions about your health status via the automated call will enable us to monitor changes faster than us talking to you on the phone, so that we can take an appropriate action.
- Please answer the questions so that you can continue your daily life with peace of mind.
- Depending on the health condition you have reported, or if you have not reported your health status/if we need to check something individually, health center staff or an entity entrusted by the health center may call you personally.

Handling of entered information

- Health status surveys are conducted by prefectures, cities, and special wards that have established health centers based on the Act on the Prevention of Infectious Diseases and Medical Care for Patients with Infectious Diseases (Infectious Diseases Control Act). The information on your health status which you have entered into My HER-SYS, will be considered as your answer to the survey. Prefectures, cities, and special wards that have established health centers have a duty to report information collected via the surveys to the national government (Ministry of Health, Labour and Welfare or MHLW) based on the Infectious Diseases Control Act.
- The Health Center Real-time Information-sharing System on COVID-19 (HER-SYS), which is operated by the national government (MHLW), will manage your information. This information will be shared only to the extent necessary* with public officials of prefectures, cities, special wards, and the MHLW who do work based on the Infectious Diseases Control Act, as well as related organizations (local medical associations, etc.) which have been entrusted with jobs such as tracking health statuses by prefectures, cities, and special wards.
*For example, we anticipate it will be used in the following cases:
 - Sharing information about your health status with doctors who conduct health checks and follow-ups while you receive medical treatment.
 - Sharing information between health centers when the health center which has jurisdiction over the medical institution that has made the diagnosis of COVID-19 is different from health center which has jurisdiction over the place of treatment (hotel/home) of the returnee/person who has been in contact.
 - Using information to create data necessary for adjusting the number of hospital beds and accommodation facilities, such as changes in the number of patients in the area, etc.
- In addition, the national government (MHLW) will use the information accumulated on HER-SYS to create and publish statistics such as the outbreak status of COVID-19. This statistical information will be useful in forming the basis for research on COVID-19 cases. (The statistics include data such as the number of confirmed COVID-19 cases in Japan or by area, and do not include information that can be used to identify individuals.)
- Information you have entered will not be used for any purpose other than executing business based on the Infectious Diseases Control Act, including the applications mentioned above, and other business related to measures against COVID-19.
- Among the information managed by the national government (MHLW) using HER-SYS, information that can be used to identify individual may be disclosed, corrected, or suspended from use based on the Act on the Protection of Personal Information Held by Administrative Organs.

*** You can make an entry even in the middle of the guidance.**

*** If you are calling from a dial-up line, press the asterisk before entering numbers.**

Details of audio guidance 【For infected persons】

This is HER-SYS. Please report your health record.

If you are calling from a dial-up line, press the asterisk before entering numbers.

1. Enter your body temperature in 3 digits. For example, if your body temperature is 36.5 degrees Celsius, press 3-6-5.
2. Enter your oxygen saturation level SpO2 in numbers. For example, if your SpO2 is 100%, then press 1-0-0, if it is 97%, then press 0-9-7. If you are unsure or do not know, press 9-9-9.
3. Do you think you look pale or sick? If you do, press 1. If you do not, press 2. If you are unsure or do not know, press 9.
4. Do you have a bad cough, phlegm, or runny nose? If you do, press 1. If you do not, press 2. If you are unsure or do not know, press 9.
5. Do you have difficulty in breathing, tightness in your chest, or shortness of breath? If you do, press 1. If you do not, press 2. If you are unsure or do not know, press 9.
6. Do you feel tired, or have trouble in getting up? If you do, press 1. If you do not, press 2. If you are unsure or do not know, press 9.
7. Do you experience vomiting or nausea? If you do, press 1. If you do not, press 2. If you are unsure or do not know, press 9.
8. Do you have diarrhea 3 or more times per day? If you do, press 1. If you do not, press 2. If you are unsure or do not know, press 9.
9. Do you feel absent-minded or foggy-headed? If you do, press 1. If you do not, press 2. If you are unsure or do not know, press 9.
10. Do you feel a lack of appetite or have difficulty in eating? If you do, press 1. If you do not, press 2. If you are unsure or do not know, press 9.
11. Did you urinate in the past half day? If you did not, press 1. If you did, press 2. If you are unsure or do not know, press 9.
12. Do you have any other symptoms that trouble you, such as a sore throat or headache? If you do, press 1. If you do not, press 2. If you are unsure or do not know, press 9.

You have registered your health record.

13. Next, we will issue a processing no for the Contact Confirmation Application (COCOA).

If you are using COCOA, please press 1.

Otherwise, please press 2.

Thank you for your cooperation.

Those who use the Contact Confirmation Application (COCOA) will have a processing no. sent to them. In order to notify the people whom you have been in contact with as soon as possible, we request that you open the Contact Confirmation Application and register as positive ('register positive information').



Details of audio guidance
【For those who have been in close contact/other (contact with variant)】

This is HER-SYS. Please report your health record.

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1. Enter your body temperature in 3 digits. For example, if your body temperature is 36.5 degrees Celsius, press 3-6-5.
2. Enter your oxygen saturation level SpO2 in numbers. For example, if your SpO2 is 100%, then press 1-0-0, if it is 97%, then press 0-9-7. If you are unsure or do not know, press 9-9-9.
3. Do you have a bad cough, phlegm, or runny nose? If you do, press 1. If you do not, press 2. If you are unsure or do not know, press 9.
4. Do you have difficulty in breathing, tightness in your chest, or shortness of breath? If you do, press 1. If you do not, press 2. If you are unsure or do not know, press 9.
5. Do you feel tired, or have trouble in getting up? If you do, press 1. If you do not, press 2. If you are unsure or do not know, press 9.
6. Do you have any other symptoms that trouble you, such as a sore throat or headache? If you do, press 1. If you do not, press 2. If you are unsure or do not know, press 9.

You have registered your health record. Thank you for your cooperation.