

Points of Contact

① Consulting service counter at your municipality or comprehensive community support center

② Tokyo Metropolitan National Health Insurance Organization Associations

Consulting service counter handling complaints [about long-term care service, etc.]

☎ 03-6238-0177

③ Points of Contact at the Tokyo Metropolitan Government

Consulting service counter handling the long-term care insurance system of the Tokyo Metropolitan Government
[general services about long-term care insurance system]

☎ 03-5320-4597

Secretariat of the Tokyo Metropolitan Long-term Care Insurance Examination Committee

☎ 03-5320-4293

[for objection statement about care need certification, etc.]

Tokyo Metropolitan Comprehensive Consumers' Center [for consultation about contracts, etc.]

General consultation

☎ 03-3235-1155

Hotline for the elderly who suffer from abuse or have otherwise been subjected to other harm

☎ 03-3235-3366

Hotline for the consumer of advanced years

☎ 03-3235-1334

Tokyo Metropolitan Health and Medical Information Center

☎ 03-5272-0303

[provides information about medical institutions, etc.]

④ Other Points of Contact

Consumer hotline (consultation on contracts, etc.)

☎ 188

*Information about the nearest Consumer Affairs Consultation Desk

Legal Terrace [consultations for legal problems or issues]

☎ 0570-078374

⑤ Overview of Private Points of Contact

Consultations on nursing care are also available at privately-run agencies. Due to space issues, the information here represents a partial list only.

● Elderly Hotline (Tokyo Association of Certified Social Workers)

[Providing information and consultation services on health maintenance and social welfare services]

☎ 03-5944-8640 19:30 to 22:30 [Hours: daily year-round]

● Telephone-Based Dementia Consultations (Alzheimer's Association Japan)

[Providing nursing care support for families/information]

☎ 03-5367-2339 10:00 to 14:00 [Tuesdays and Fridays (excludes national holidays and the year-end/New Year holiday)]

● Dementia Hotline 110 (Dementia Prevention Association)

[Support for preventing dementia, nursing care consultations]

☎ 0120-654874 10:00 to 15:00 [Mondays and Thursdays (excludes national holidays and the year-end/New Year holiday)]

● Advocacy Center Tokyo (Tokyo Association of Certified Social Workers) [Using the adult guardianship system]

☎ 03-5944-8680 10:00 to 16:00 [Monday-Friday (excludes national holidays and the year-end/New Year holiday)]

● (Public Corporation) Legal-Support Adult Guardian Center, Tokyo Branch [Use of youth guardian system]

☎ 03-5379-1888 14:00 to 17:00 [Mondays and Thursdays (excludes national holidays and the year-end/New Year holiday)]

● (Public corporation) Japanese Association of Elder Care Facilities (providing information on paid elder-care facilities and counseling on moving into this type of facility).

☎ 03-3548-1077 10:00 to 17:00 [Monday, Wednesday, Friday (excludes national holidays and the year-end/New Year holiday)]

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