

Hiroshima NOW

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For those who would like to receive notices via e-mail regarding new issues, etc., please send an email to the following address: internat@pcf.city.hiroshima.jp

Hiroshima Shimin to Shisei is available to view on the city's website. It can also be translated via an automatic translation app into various languages.

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 Unless stated otherwise, services and webpages mentioned are likely to be only provided in Japanese. Translations of proper nouns are not necessarily official English translations.

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How to receive care after the discontinuation of health insurance cards for National Health Insurance

保険証の有効期限後の受診方法 「ひろしま市民と市政」7月1日号(p2)

From August 1, the current health insurance cards (健康保険証 // *Kenkō hoken-shō*) for National Health Insurance (国民健康保険 // *Kokumin Kenko Hoken*) are being discontinued. Below are instructions on how to receive care after this date.



Those who have a Myna Health Insurance Card, and are on National Health Insurance

→ From August 1 you will be able to present your Myna Health Insurance Card instead at hospitals and clinics.

★ By the end of July you should receive a notice of your national health insurance enrollment information (資格情報のお知らせ // *Shikaku jōhō no oshirase*).



Those who do not have a Myna Health Insurance Card, and are on National Health Insurance

→ From August 1 you will be able to present your certificate of qualification of health insurance instead at hospitals and clinics.

★ By the end of July you should receive a certificate of qualification for health insurance (資格確認書 // *Shikaku kakunin-sho*).



Those who, regardless of possessing a Myna Health Insurance Card or not, are on the Late-Stage Elderly Care System (*Kōki kōreisha iryo seido*)

→ From August 1 you will be able to present either your Myna Health Insurance Card or certificate of qualification at hospitals and clinics.

★ By the end of July you should receive a certificate of qualification for health insurance (資格確認書 // *Shikaku kakunin-sho*)

◆ **On the notice of your national health insurance enrollment information (資格情報のお知らせ // *Shikaku jōhō no oshirase*) will be written any details of insurance you qualify for**

The national health insurance enrollment information is a notice that clearly confirms any and all of your insurance qualifications. If for any reason you cannot use only your Myna Health Insurance Card, this notice can be used along with your card to smoothly receive treatment.

Note: You cannot receive care with **only** this notice.

◆ **You can use your certificate of qualification for health insurance (資格確認書 // *Shikaku kakunin-sho*) the same as your current health insurance card**

You can use your certificate of qualification the same as your current health insurance card and receive care the same as before. Even if you do not have a Myna Health Insurance Card, you can use this in the exact same way at clinics and hospitals.

Inquiries

- For inquiries regarding National Health Insurance, please contact the National Insurance and Pension Division (*Hoken Nenkin Ka*) of your local Ward Office:

Ward	Telephone	Ward	Telephone
Naka	082-504-2555	Asaminami	082-831-4929
Higashi	082-568-7711	Asakita	082-819-3909
Minami	082-250-8941	Aki	082-821-4910
Nishi	082-532-0933	Saeki	082-943-9712

- For inquiries regarding the Late-Stage Elderly Healthcare System, please contact the Welfare Division (*Fukushi Ka*) of your local Ward Office:

Ward	Telephone	Ward	Telephone
Naka	082-504-2570	Asaminami	082-831-4941
Higashi	082-568-7730	Asakita	082-819-0585
Minami	082-250-4107	Aki	082-821-2808
Nishi	082-294-6218	Saeki	082-943-9729



Do you have a Myna Health Insurance Card?

- How can I check if I have been registered in the Myna Health Insurance Card system?

1. Login to the Mynaportal, and read your My Number Card
2. Select “Health Insurance Card (健康保険証 // *Kenkō hoken-shō*)” and then “Using my Myna Health Insurance Card as a Health Insurance Card (マイナンバーカードの健康保険証利用 // *My Number Card no Kenkō Hoken-shō riyō*)”

Myna Portal : <https://myna.go.jp/>



- How can I apply for a Myna Health Insurance Card?

There are 3 ways to register your My Number Card as a Health Insurance Card.

1. Register it as a clinic or pharmacy's facial recognition card reader.
2. Register it on the Mynaportal
3. Register it at a Seven Bank ATM

■ How can I receive a My Number Card?

You can apply online or by post. Additionally, there are currently “My Number Card Application Windows” at Ward Offices.

It can take up to a month and a half to receive your My Number Card after applying.

For more detailed information on applying for a My Number Card, please visit the Hiroshima City’s official website:

<https://www.city.hiroshima.lg.jp/living/koseki/1021127/1025553/1003314.html>

Inquiries: My Number Card Support Services Tel. 0120-95-0178

Monday - Friday 9:30 am – 8 pm

Saturday, Sunday, National/Public Holidays 9:30 am – 5:30 pm



Support for National Pension payments

国民年金保険料の納付免除・猶予制度 「ひろしま市民と市政」 7月1日号 (p4)

Are you struggling financially with National Pension payments? If so, you can apply for **exemption** from some or all of the payments, or for **deferral**. If you have never made payments, it is possible that you will not be able to receive your basic pension or other benefits when you are older.

How to apply

Apply at your local ward office’s National Insurance and Pension Division (details below) or at branch office. Bring your pension handbook and other documents (students should also bring their student IDs).

Inquiries: Your ward office’s **National Insurance and Pension Division** (*Hoken Nenkin Ka*)

Ward	Tel	Ward	Tel
Naka	082-504-2556	Asaminami	082-831-4931
Higashi	082-568-7712	Asakita	082-819-3910
Minami	082-250-8944	Aki	082-821-4910
Nishi	082-532-0935	Saeki	082-943-9713

Afterhours Emergency Medical Centers

夜間急病センターのご利用を「ひろしま市民と市政」7月15日号 (p3)

Afterhours Emergency Medical Centers will provide afterhours treatment to patients with minor symptoms and/or injuries such as fevers, stomach aches, coughing, slight bruises or cuts.

Note: Slight bruises and cuts are treated only at Senda-machi medical center.

Senda-machi Afterhours Emergency Medical Center (*Senda-machi Yakan Kyūbyō Sentā*)

Tel: 082-504-9990 Address: 3-8-6 Senda-machi, Naka-ku

Departments: Internal medicine for ages 15 or older, ophthalmology (eye doctor), orthopedic surgery and surgery (injuries)

Hours: 7:30 pm- 10:30 pm

Closed: 12/31 – 1/3

URL: <https://hiroshima-med-yakanqq.jp/>

Kabe Afterhours Emergency Medical Center (*Kabe Yakan Kyūbyō Sentā*)

Tel: 082-814-9910 Address: 2-1-38 Kabe-minami, Asakita-ku

Department: Internal medicine for ages 15 or older

Hours: 7 pm-10:30 pm

Closed: Sundays, national/public holidays, 12/31-1/3

URL: <https://www.asaihikai.kabeyakan/>



Things to keep in mind when visiting the afterhours emergency medical centers

- Call them before you visit.
- They provide only first-aid treatment, prescribing medicine for one day.
- Parking spaces are available. You cannot use ambulances when visiting the centers.
- They can introduce a hospital or clinic where you can have a medical examination and/or be hospitalized if necessary.
- You should still see a regular doctor after visiting the emergency centers.

☹ If you are not sure whether you should see a doctor or call an ambulance immediately, consult with the [Kyūkyū Sōdan Sentā \(Emergency Medical Services Consultation Center\)](#). An operator and consultant (nurse) are available to take individuals calls and give advice based on their situation

Emergency Medical Services Consultation Center (*Kyūkyū Sōdan Sentā*)

Call #7119 or 082-246-2000

- ❖ Telephone lines open 24 hours/day.
- ❖ Consultation is free, but you will be charged for the call.
- ❖ Please note these services are in Japanese.

Inquiries: Medical Services Policy Division (*Iryō Seisaku Ka*) Tel. 082-504-2178

General Health Check-up Program at the Saeki Public Health Center Discontinued from 4/1/2026

佐伯保健センターでの一般健康診断を終了します 「ひろしま市民と市政」7月15日号(p7)

The Saeki Public Health Center has decided to discontinue its general health check-up programs from April 1, 2026. If you usually have health check-ups at the Saeki Public Health Centers, please go to clinics offering health check-ups.

Inquiries: Medical Policy Division (*Iryō Seisaku Ka*) Tel. 082-504-2178

Municipal housing applications

市営住宅の入居者を募集します

Municipal housing is available for residents who are registered with the city, currently living within city limits, and meet the requirements, including the number of family members, as well as income limit. For more details, including eligibility and application procedures, please contact the relevant office or check the City's official website:

Official City of Hiroshima website (in Japanese):

<https://www.city.hiroshima.lg.jp/site/jyuutaku/6265.html>



Municipal Housing Applications in FY 2025 (August 2025 – May 2026)

Selection Month	Application Forms Available Beginning	Application Period		
		Online	Post	In-person
August 2025	August 1 (Fri)	8/1 (Fri) – 8/8 (Fri)		8/5 (Tue), 8/7(Thu.) & 8/8 (Fri)
November 2025	November 4 (Tue)	11/4 (Tue) – 11/12 (Wed)		11/10 (Mon) – 11/12 (Wed)
February 2026	February 2 (Mon)	2/2 (Mon) – 2/12 (Thu)		2/9 (Mon) – 2/12 (Thu)

- Couples with Partnership Certificates/Cards can apply for municipal housing that is located in the city or town where the Partnership Certificates/Cards have been issued.
- For individuals who wish to apply for housing outside of the above mentioned submission schedule, applications will be accepted once there are openings. For more information, please check the City's official website (Japanese):

<https://www.city.hiroshima.lg.jp/site/jyuutaku/6267.html>



Applications

Where to find applications:

- ▶ City of Hiroshima Housing Policy Division (*Jūtaku Seisaku Ka*) (Address: City Hall Main Building, 5F), Architecture Division (*Kenchiku Ka*) of ward office, various wards' branch offices

Hours: 8:30 am-5:15 pm (Monday - Friday)

Closed: National/public holidays, August 6, December 29-January 3

- ▶ City Hall Service Corner (Waterworks Bureau Moto-machi Office Building 1F)

Hours: 8:30 am-6:30 pm (Mon-Fri)

9:00 am-6:30 pm (Saturdays, Sundays, national/public holidays, and August 6)

Closed: December 29-January 3

Notes:

- Please check with either the Hiroshima Prefecture Government Office's Reception Desk (1F), or Housing Division (5F).
- The lists, application guidelines, and forms can also be found on the official City of Hiroshima website: Municipal Housing page mentioned below.

Information Regarding Available Municipal Housing

For information regarding the types of housing available, please refer to housing applications or the city website. You can check the location using the Hiroshima City Municipal Housing Map feature.

Municipal Housing Page

(Japanese only)



<https://www.city.hiroshima.lg.jp/site/jyuutaku/6265.html>

Municipal Housing Map

(Japanese only)



<https://www.midori-gr.com/hiroshima-shiei/info/map.html>

Application process

1. Choose a residence from the Municipal Housing Selection List
2. Fill out the required information on the application form
3. Submit your application to your nearest ward office's Architecture Division (*Kenchiku Ka*) via one of the following:

Notes:

- A copy of your Resident Record (*住民票の写し*//*Jūminhyō no utsushi*) and certificate of income (*収入証明書*//*Shūnyū shōmeisho*) are not required at the time of application. Only those who are selected as a candidate for municipal housing residents will be requested to submit these documents at the second screening process.

▶ Apply online

You can apply online on the website (available only during the application period).

Note:

- On the first day when the application forms are released to the public, applications will be accepted from 8:30 am.

▶ Apply via post

Place the completed application form and designated application notice postcard in the designated envelope and send in them to the Architecture Division of the ward office where the housing you apply for is located. Don't forget to put a stamp (110 yen) on your envelope.

Notes:

- The application form, designated envelope, and postcard are included in the Application Guideline packet.
- The application deadline is the last day of the application period. Applications must be postmarked by this date.

▶ Apply in-person

You can bring your application to the Architecture Division of your nearest ward office between 9 am to 5 pm on weekdays during the application period.

From application to move-in

① First-screening

Examine submitted applications. If the applications are incomplete, you will be asked to fix the applications. If you do not submit a complete application by the designated deadline, you will lose your eligibility.

② Public lottery

A public lottery will be held at the end of each application month.

Notes:

- All applicants will be notified of the results by mail.
- Those who are selected as a candidate for municipal housing residents will be requested to submit an application form, a copy of your Resident Record (住民票の写し//*Jūminhyō no utsushi*) and certificate of income (収入証明書//*Shūnyū shōmeisho*) at the second screening process.

③ Second-screening

In the end of the month following the application month, a second-screening will be held at Architecture Division (*Kenchiku Ka*) of the ward office where the housing you apply for is located.

Notes:

- If you do not meet the requirements or do not attend the second-screening without notice, you will be ineligible.
- Those who are selected as a municipal housing residents will be requested to prepare documents needed in order to moving-in.

④ Moving-in formalities and briefing

The moving-in formalities and briefing will be held two months after the month you apply. Detailed schedule will be notified by the Architecture Division of ward office.

⑤ Moving-in

Two months after the month you apply

Application Submission and Questions

Please contact the Architecture Division (*Kenchiku Ka*) of your nearest ward office with any questions or concerns.

Ward	Telephone	Ward	Telephone
Naka	082-504-2578	Asaminami	082-831-4954
Higashi	082-568-7744	Asakita	082-819-3937
Minami	082-250-8959	Aki	082-821-4928
Nishi	082-532-0949	Saeki	082-943-9744

Temporary Closure: Central City Library & Cinematographic & Audio-Visual Library

中央図書館と映像文化ライブラリーが臨時休館します 「ひろしま市民と市政」 7 月 15 日号 (p2)

Central City Library (*Chūō Toshokan*) and Cinematographic & Audio-Visual Library (*Eizō Bunka Library*) will be temporarily closed during the following period. Sometime after April 2026, these two facilities will be reopened at the Yale Yale Shopping Mall (A building) located near JR Hiroshima Station.

Central City Library	Closed from September 1, 2025
Cinematographic & Audio-Visual Library	Closed from October 1, 2025

Inquiries: *Shōgai Gakushu Ka* (Health Promotion Division) Tel. 082-504-2495

Holiday Trash Collection Schedule in July and August

2025 年 8 月と 9 月の祝・休日のごみの収集について

On August 11 (Mountain Day), September 15 (Respect for the Aged Day) and September 23 (Autumnal Equinox Day), trash is collected as usual.

Inquiries: City Office Environmental Bureau, Operation Division I
(*Kankyō Kyoku Gyōmu Dai-ichi Ka*) Tel: 082-504-2220



Memo



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Memo



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Hiroshima City & Aki County International Resident Consultation Service

❖ Closed on national holidays, August 6, and December 29 through January 3.

Venue	Supported Languages	When	Hours
International Conference Center Hiroshima 3F Located in Peace Memorial Park	Spanish	Monday to Friday	9:00 am – 4:00 pm
	Chinese		
	Vietnamese		
	Portuguese		
	English	Fridays 1 st and 3 rd Wednesday of the month	
	Filipino		
Aki Ward Office 2F	Portuguese	2 nd Wednesday of the month	10:15 am – 12:30 pm 1:30 pm – 4:00 pm
	Spanish	3 rd Thursday of the month	
Motomachi Kanri Jimusho	Chinese	2 nd Tuesday of the month	
Guidance from the Regional Immigration Bureau On the 2nd Friday of every month from 13:30 to 16:00, a Regional Immigration Bureau staff member comes to the consultation service office to offer guidance residency status-related issues (reservation required).			

❖ For languages other than those listed above, consultation services are provided using a multilingual translation device.

❖ Our consultation staff can provide a simple orientation on life in Hiroshima City for new arrivals (reservation required).

Hiroshima City & Aki County International Resident Consultation Service

International Conference Center Hiroshima (*Hiroshima Kokusai Kaigi-jō*) in Peace Memorial Park
 Hiroshima-shi Naka-ku Nakajima-cho 1-5

Tel: 082-241-5010 // Fax: 082-242-7452

E-mail: soudan@pcf.city.hiroshima.jp

URL: <https://h-ircd.jp/en/guide/consultation-en.html>

