**Advice Lines and COVID-19 Websites in English & Japanese**

The Japanese authorities have established consultation centres in local public health centres throughout Japan. Japan’s Ministry of Health, Labour and Welfare (MHLW) has advised that those in Japan with symptoms of COVID-19 should contact these consultation centres ([link here to more details](https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryou/dengue_fever_qa_00014.html#Q8)) in order to receive appropriate advice, including on accessing medical facilities if required.

In cases where consultation centres have limited or no English-language support available, there are some additional resources for foreign nationals which may be useful. A number of Prefectures have published dedicated information on COVID-19 in English on their websites, with some others only having machine translation available. There are also some Prefectural and other international resident advice lines which may also be contacted for general advice and in some cases, assistance with interpretation. We have listed some of these below in case helpful. Please note that we cannot guarantee some of these advice lines will have the capacity to assist in English at all times.

For English-language assistance, including on finding medical facilities or support in relation to COVID-19, please note that the Japan National Tourism Organization (JNTO) operates a 24hr hotline: **050-3816-2787.** You can also view their information on accessing medical facilities at the following link: <https://www.jnto.go.jp/emergency/eng/mi_guide.html>

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| **List of Advice Lines and Prefectural Websites** |
| **Prefecture** | **Website (ENG)** | **Website (JPN)** | **General/COVID-19 Advice Line** |
| **Aichi** | <https://www.pref.aichi.jp/site/covid19-aichi/list549-1498.html><https://www.aichi-now.jp/en/news/detail/779/> | <https://www.pref.aichi.jp/site/covid19-aichi/> | <https://www.aichi-now.jp/en/news/detail/779/> (Aichi Multilingual Call Center, 24H) |
| **Akita**  | <https://www.pref.akita.lg.jp/pages/archive/47169> | <https://www.pref.akita.lg.jp/pages/archive/16317> | 018-884-7050 ([Akita Multilingual Consultation Centre](http://www.aiahome.or.jp/en/pages/support-consultation)) |
| **Aomori**  |  <http://www.kokusai-koryu.jp/foreigners/> | <http://www.pref.aomori.lg.jp/welfare/health/wuhan-novel-coronavirus2020.html> | 017-718-5147 ( [Aomori International Association](http://www.kokusai-koryu.jp/foreigners/consulting-service-counter/topics/english.html)) |
| **Chiba**  | <https://www.pref.chiba.lg.jp/international/index.html> | <https://www.pref.chiba.lg.jp/> | 043-297-2966 ([Chiba International Centre Consultation Line](https://www.mcic.or.jp/en/Advisory/telephone_advisory/index.html), 09:00-12:00/13:00-16:00) |
| **Ehime**  | <http://translate.google.co.jp/translate?hl=ja&sl=ja&tl=en&u=http%3A%2F%2Fwww.pref.ehime.jp%2F> | <https://www.pref.ehime.jp/h25500/kansen/covid19.html> | 0120-279-338 ([Matsuyama International Centre](https://www.mic.ehime.jp/MIC/Foreigner/Free_telephone.html)) |
| **Fukui**  | <https://www.pref.fukui.lg.jp/doc/kenkou/kansensyo-yobousessyu/corona-e.html>  | <https://www.pref.fukui.lg.jp/doc/kenkou/kansensyo-yobousessyu/corona.html> | 0776-88-0062 ([Fukui Consultation Centre for Foreign Residents](https://www.f-i-a.or.jp/file/common/%E5%A4%96%E5%9B%BD%E4%BA%BA%E7%9B%B8%E8%AB%87%E3%82%BB%E3%83%B3%E3%82%BF%E3%83%BC%E3%83%81%E3%83%A9%E3%82%B7.pdf)) |
| **Fukuoka**  | <https://www.pref.fukuoka.lg.jp/site/english/en-coronavirus.html> | <https://www.pref.fukuoka.lg.jp/contents/covid-19-portal.html> | 092-286-9595 ([Multilingual Medical Information Service Call Center](https://asian-msc.jp/english/), 24hrs)  |
| **Fukushima** | <http://www.worldvillage.org/sp/english/> | <http://www.pref.fukushima.lg.jp/sec/21045c/coronavirus-list.html> | 024-524-1316 ([Fukushima International Association](http://www.worldvillage.org/sp/english/fia/sodan.html)) |
| **Gifu** | <https://www.gic.or.jp/en/2020/04/covid-19.html> | <https://www.pref.gifu.lg.jp/kinkyu-juyo-joho/shingata_corona.html> | 058-263-8066 ([Gifu Prefectural Consultation Center for Foreign Residents](https://www.gic.or.jp/en/foreigner/), 9:00-18:00 on weekdays & Sundays) |
| **Gunma** | https://www.pref.gunma.jp.e.aag.hp.transer.com/02/d29g\_00243.html | <https://www.pref.gunma.jp/02/d29g_00243.html> | 027-289-8275 ([Gunma Foreign Residents General Consultation One-stop Centre](https://www.pref.gunma.jp.e.aag.hp.transer.com/03/ci11_00005.html), 9:00-17:00 on weekdays) |
| **Hiroshima**  | <https://www.pref.hiroshima.lg.jp/site/2019-ncov/> (Link to machine translation of information: <https://www.catapoke.com/viewer/?open=62b3f>) | <https://www.pref.hiroshima.lg.jp/site/2019-ncov/> | 082-541-3777 ([Hiroshima International Centre](http://hiroshima-ic.or.jp/en/)) |
| **Hokkaidō**  | <http://www.pref.hokkaido.lg.jp/ss/tsk/promo/coronavirus.htm>   | <http://www.pref.hokkaido.lg.jp/ss/tkk/singatakoronahaien.htm> | 011-200-9595 ([Hokkaido Foreign Resident Support Centre](http://www2.hiecc.or.jp/soudan/emg/index.html?lang=en), 09:00-12:00, 13:00-17:00) |
| **Hyōgo**  | <https://web.pref.hyogo.lg.jp/fl/index.html> | https://web.pref.hyogo.lg.jp/kk03/200129.html | 078- 382-2052 ([Hyogo Multicultural Counselling Centre](http://www.hyogo-ip.or.jp/en/infocenter.html)) |
| **Ibaraki**  | <https://www.pref.ibaraki.jp/hokenfukushi/yobo/kiki/yobo/kansen/idwr/press/2020-corona.html> | <https://www.pref.ibaraki.jp/hokenfukushi/yobo/kiki/yobo/kansen/idwr/information/other/documents/20200130-corona.html> | 029-859-5000 ([English-language COVID-19 Consultation Centre – Tsukuba Health Centre](http://www.hokekan.tsukuba.ac.jp/2020/04/01/0031/); 9:00-12:00/13:00-17:00)029-244-3811 ([Ibaraki International Association Consultation Line](https://www.ia-ibaraki.or.jp/kokusai/english/advice/index.html)) |
| **Ishikawa** | <https://www.pref.ishikawa.lg.jp/foreign/index.html> | <https://www.pref.ishikawa.lg.jp/kansen/corona.html> | 076-222-5950 ([Ishikawa Foundation for International Exchange](http://www.ifie.or.jp/english/foreigners/useful_info/triophone_home.html)) |
| **Iwate** | <https://www.pref.iwate.jp/kyouikubunka/kokusai/1006971/1027622/1027623.html> | <https://www.pref.iwate.jp/kurashikankyou/iryou/covid19/index.html> | 019-654-8900 ([Iwate Support Centre for Foreign Residents](https://iwate-ia.or.jp/cms/media/page/jp/iwatesupportcenter_flyer.pdf)) |
| **Kagawa**  | <https://www.pref.kagawa.lg.jp/content/dir1/dir1_6/dir1_6_2/wt5q49200131182439.shtml> | <https://www.pref.kagawa.lg.jp/content/dir1/dir1_6/dir1_6_2/wt5q49200131182439.shtml> | 087-837-5908 ([Kagawa International Exchange Association)](http://www.i-pal.or.jp/en/legal-counseling.html) |
| **Kagoshima**  | <http://www.pref.kagoshima.jp/ae06/kenko-fukushi/kenko-iryo/kansen/kansensho/coronavirus.html#foreigners> | <http://www.pref.kagoshima.jp/kenko-fukushi/covid19/covid19.html> | 070-7662-4541 ([Consultation Desk for Foreign Residents](http://kic-update.com/en/text-en/6160/), 09:00-17:00) |
| **Kanagawa** | <https://www.pref.kanagawa.jp/docs/ga4/bukanshi/covid19_info.html> | <http://www.pref.kanagawa.jp/osirase/1369/> | 045-316-2770 ([Kanagawa Multilingual Support Centre](http://www.pref.kanagawa.jp/documents/51441/2019navi.pdf)) |
| **Kōchi**  | <https://www.pref.kochi.lg.jp/soshiki/111301/info-COVIT-19.html#tagengo> | <https://www.pref.kochi.lg.jp/soshiki/111301/info-COVIT-19.html> | 088-821-6440 ([Kochi Consultation Centre for Foreign Residents](https://kccfr.jp/en/)) |
| **Kumamoto** | <https://www.pref.kumamoto.jp.e.qp.hp.transer.com/hpkiji/pub/List.aspx?c_id=3&class_set_id=1&class_id=7049> | https://www.pref.kumamoto.jp/hpkiji/pub/List.aspx?c\_id=3&class\_set\_id=1&class\_id=7049 | 080-4275-4489 ([Kumamoto Support for Foreign Residents](http://www.kuma-koku.jp/support-center/hpkiji/pub/List.aspx?c_id=3&class_set_id=6&class_id=580)) |
| **Kyoto**  | <https://www.pref.kyoto.jp/kokusai/coronavirus_update.html> | <https://www.pref.kyoto.jp/kentai/news/novelcoronavirus.html> | 075-414-4726 ([COVID-19 Consultation service](https://www.pref.kyoto.jp/kokusai/coronavirus_update.html) for international residents and tourists in Kyoto Prefecture)  |
| **Mie**  | https://www.pref.mie.lg.jp/ENGLISH/index.htm | <https://www.pref.mie.lg.jp/YAKUMUS/HP/m0068000066.htm> | 080-3300-8077 ([MieCo Consultation Support Center for Foreigners](https://mieinfo.com/en/informations/health/coronavirus-consultation/index.html))059-223-5006 ([Mie Foreign Residents Advisory Desk](http://www.mief.or.jp/en/helpdesk.html#tagengo)) |
| **Miyagi**  | <http://translate.google.co.jp/translate?hl=ja&sl=ja&tl=en&u=http%3A%2F%2Fwww.pref.miyagi.jp%2F> | <https://www.pref.miyagi.jp/site/covid-19/> | 022-275-9990 ([Miyagi Support Centre for Foreign Nationals](http://mia-miyagi.jp/english/sodancenter.html), 09:00-17:00)  |
| **Miyazaki**  | https://www.pref.miyazaki.lg.jp/kohosenryaku/kenko/hoken/covid19\_eng.html | https://www.pref.miyazaki.lg.jp/kansensho-taisaku/kenko/hoken/20200121143156.html | 0985-41-5901 ([Miyazaki Support Centre for Foreign Residents](https://support.mif.or.jp/))  |
| **Nagano** | <https://www.pref.nagano.lg.jp/kokusai/sangyo/kokusai/tabunka/tabunka/johoshi/documents/61th_eng.pdf> | <https://www.pref.nagano.lg.jp/hoken-shippei/kenko/kenko/kansensho/joho/corona.html> | 0120 691 792 ([Nagano Prefecture Interpretation Service; can request to connect to consultation lines](https://www.pref.nagano.lg.jp/kokusai/sangyo/kokusai/tabunka/tabunka/johoshi/documents/61th_eng.pdf), 24H)    |
| **Nagasaki**  | https://www.nia.or.jp/record\_en/index.php/category/COVID-19 | https://www.pref.nagasaki.jp/bunrui/hukushi-hoken/kansensho/corona\_nagasaki/ | 095-820-3377 ([Nagasaki Consultation Centre for Foreign People](https://www.nia.or.jp/record_en/index.php/category/madoguchi)) |
| **Nara**  | http://www.pref.nara.jp/46485.htm | http://www.pref.nara.jp/ | 0742-81-3420 ([Nara Consultation Line for Foreign Residents](http://www.pref.nara.jp/31958.htm), 09:00-17:00) |
| **Niigata** | <https://translate.google.co.jp/translate?js=y&prev=_t&hl=ja&ie=UTF-8&layout=1&eotf=1&u=http%3A%2F%2Fwww.pref.niigata.lg.jp&sl=ja&tl=en> | <https://www.pref.niigata.lg.jp/sec/kikitaisaku/shingata-corona.html> | 025-241-1881 ([The Foreign Resident Consultation Center of Niigata](http://www.niigata-ia.or.jp/jp/ct/003_zaiken_sup/001_seikatu_soudan/pdf/002_soudan_center/leaflet_english.pdf), 10:00-14:00 Mondays & Thursdays, 10:00-17:00 on Fridays) |
| **Ōita**  | <http://www.pref.oita.jp/soshiki/10140/coronavirus2019-english.html> | https://www.pref.oita.jp/site/bosaianzen/shingatacorona.html | <http://www.pref.oita.jp/uploaded/attachment/2072673.pdf> |
| **Okayama**  | <https://www.pref.okayama.jp/uploaded/life/658086_5719218_misc.pdf> | <https://www.pref.okayama.jp/page/645925.html> | 086-256-6052 ([Okayama International Support Centre](http://www.opief.or.jp/cms/wp-content/uploads/2019/06/4f4e008fefcc83720487573017e55ef2.pdf), 09:00-17:00) |
| **Okinawa**  | https://www.visitokinawa.jp/news/about-coronavirus-disease | https://www.pref.okinawa.lg.jp/site/chijiko/kohokoryu/koho/2020\_new\_corona\_potal.html | 0570-050-235 ([Okinawa Inbound Medical Interpreter Call Centre,](https://www.visitokinawa.jp/news/about-coronavirus-disease) 24hr) |
| **Osaka**  | http://www.pref.osaka.lg.jp.e.agb.hp.transer.com/iryo/osakakansensho/corona.html | <http://www.pref.osaka.lg.jp/iryo/osakakansensho/corona.html> | 06-6941-2297 ([Osaka Information Service for Foreign Residents](https://www.ofix.or.jp/life/english/), Mon/Fri 9:00. – 20:00; Tues/Wed/Thurs. 09:00-17:30; 2nd & 4th Sun. of each month 13:00-17:00) |
| **Saga**  | https://www.pref.saga.lg.jp.e.zg.hp.transer.com/list04342.html | https://www.pref.saga.lg.jp/list04342.html | 0952-22-7830 ([Saga Prefecture International Relations Association](https://www.spira.or.jp/en/consultation/), 09:00-17:00  |
| **Saitama** | <https://www.pref.saitama.lg.jp/a0701/covid19/gaikoku.html> | <https://www.pref.saitama.lg.jp/index.html> | 048-833-3296 ([Saitama International Association](http://sia1.jp/en/foreign/)) |
| **Shiga**  | https://www.pref.shiga.lg.jp/foreignlanguage/index.html | https://www.pref.shiga.lg.jp/ | 077-523-5646 ([Shiga Foreign Residents Information Centre](http://www.s-i-a.or.jp/en/counsel), 10:00-17:00) |
| **Shimane**  | https://www.sic-info.org/en/others/post-2881/ | https://www.pref.shimane.lg.jp/bousai\_info/bousai/kikikanri/shingata\_taisaku/new\_coronavirus\_portal.html | 070-3774-9329( [Shimane Multicultural General Consultation One Stop Centre](https://www.sic-info.org/en/others/post-2881/), 09:00-17:00 |
| **Shizuoka** | <https://www.pref.shizuoka.jp/kenmin/km-160/tabunkacorona.html> | <https://www.pref.shizuoka.jp/kinkyu/covid-19.html> | 054-204-2000 ([Shizuoka Assistance Centre for Foreign Residents](http://www.sir.or.jp/en/fls/adviser/), 10:00-16:00 on weekdays) |
| **Tochigi** | <http://tia21.or.jp/index_eng.html> | <http://www.pref.tochigi.lg.jp/c05/kouhou/korona.html> |  028-678-8282 ([Coronavirus Hotline for Tochigi Residents](http://tia21.or.jp/content/files/info/coronavirushotline.pdf), 24H) |
| **Tokushima**  | https://www.pref.tokushima.lg.jp/en/japanese/kennai/5036047/ | https://www.pref.tokushima.lg.jp/ippannokata/kenko/kansensho/5035331/ | 088-656-3312 or 088-656-3313 ([Tokushima Multilingual Consultation Service](https://www.topia.ne.jp/english/docs/2013031300016/?doc_id=16), 10:00-18:00) |
| **Tokyo** | https://stopcovid19.metro.tokyo.lg.jp/en | https://stopcovid19.metro.tokyo.lg.jp/ | 0570-550-571 ([TMG General COVID-19 advice line](https://www.metro.tokyo.lg.jp/english/topics/2020/0128_00.html))03-5285-8181 ([Himawari - Tokyo Health Care Information Center](https://himawari-metro-tokyo.j-server.com/LUCTKIRYO/ns/tl.cgi/https%3A/www.himawari.metro.tokyo.jp/qq13/qqport/tomintop/?SLANG=ja&TLANG=en&XMODE=0&XCHARSET=utf-8&XJSID=0)) |
| **Tottori**  | https://www.pref.tottori.lg.jp/290013.htm | https://www.pref.tottori.lg.jp/item/1197555.htm#itemid1197555 | <http://www.torisakyu.or.jp/en/2/whats-new/tpief/v112/m209/> |
| **Toyama** | <http://www.pref.toyama.jp/cms_pfile/00021433/01373753.pdf><http://www.tic-toyama.or.jp/english/topics/information_about_the_novel_coronavirus_english.html> | <http://www.pref.toyama.jp/sections/1118/virus/index.html> | 076-441-5654, 080-5852-2234 ([Toyama Prefecture Foreign Resident Support Centre](http://www.tic-toyama.or.jp/english/), 8:30-17:15 on weekdays) |
| **Wakayama** | https://translation2.j-server.com/LUCWKYMP/ns/tl.cgi/https://www.pref.wakayama.lg.jp/prefg/999999/d00203821.html?SLANG=ja&TLANG=en&XMODE=0&XCHARSET=utf-8&XJSID=0 | https://www.pref.wakayama.lg.jp/prefg/999999/d00203821.html | 073-435-5240 ([Wakayama International Exchange Centre](https://wak-kokusai.jp/en/), 10:00-17:00) |
| **Yamagata** | <https://www.airyamagata.org/englishcovid-19yamagata/> | <https://www.pref.yamagata.jp/ou/bosai/020072/kochibou/coronavirus/coronavirus.html> | 023-647-2560 ([Association for International Relations in Yamagata](https://www.airyamagata.org/englishcovid-19yamagata/), 9:30-18:00 from Tuesdays to Sundays) |
| **Yamaguchi** | https://yiea.or.jp/english/ | https://www.pref.yamaguchi.lg.jp/cms/a11000/sodan/koronasoudan.html | 083-995-2100 ([Yamaguchi Multilingual Consultation Center](https://yiea.or.jp/english/consultation_center/), 10:00-16:00) |
| **Yamanashi** | <https://www.pref.yamanashi.jp/koucho/coronavirus/info_coronavirus_foreignlanguage.html> | <https://www.pref.yamanashi.jp/koucho/coronavirus/info_coronavirus.html> | 055-222-3390 ([Yamanashi Foreign Consultation Centre](https://www.pref.yamanashi.jp.e.aao.hp.transer.com/koucho/info_coronavirus_english.html), 09:00-16:00) |