

What is the Civilian Healthcare Navigator Program?

The Civilian Healthcare Navigator (CHN) program was created to provide language support and access at Zama General Hospital for SOFA-status, non-Tricare eligible civilians and contractors assigned to Camp Zama and Atsugi and their families.

The service is staffed by 4 full-time interpreter/ translators who will help guide patients through all stages of their medical appointments from booking appointments through check-out/ departure, to include guidance on insurance claim filing.

Zama General Hospital is located approximately 300 meters northeast of the Camp Zama main gate and offers a wide-range of medical services.



Civilian Healthcare Navigator
Program
U.S. ARMY JAPAN
Office of the Command Surgeon

From Japan: 090-1405-2695
From US Number +81-90-1405-2695

U.S. ARMY JAPAN

Civilian Healthcare Navigator Program

at

ZAMA GENERAL HOSPITAL



Who is eligible for services?

The Civilian Healthcare Navigator is specifically for SOFA-status, non-Tricare eligible civilians, contractors, and family members assigned to Camp Zama or Atsugi Naval base.

How do I make an appointment?

1. **PHONE:** Call 090-1405-2695 from 0830-1600 M-F (except US Holidays). If line is busy, please leave detailed message and a translator will return your call as soon as possible.

2. **IN-PERSON:** Make appointment in person at the CHN Desk, Zama General Hospital, 〒252-0011, 神奈川県座間市相武台1-50-1

3. **ONLINE:** Civilian Healthcare Navigator Website (Future). Coming Soon.

What should I bring with me to the appointment?

- An official passport with current SOFA Stamp. This will be used to verify eligibility for the program.
- Any records that might be helpful for the interpreter or healthcare personnel
- Please bring sufficient funds to cover expected expenses. Credit Card or Japanese Yen. Payment is due upon checkout from your medical visit. Parking fee is at a reduced rate on the date of the appointment



Our Translators



Ms. Akiyama



Ms. Fukada



Ms. Sugimoto



Ms. Osato

Medical Specialties Available at Zama General Hospital:

Adult Primary Care

Pediatrics

Endocrinology

Orthopedics

Cardiology

Neurology

Rheumatology

General Surgery

Gynecology

Pulmonology

Neurosurgery

Dermatology

ENT

Plastic Surgery

Ophthalmology

Urology

Physical Therapy