

## 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 their families.

The service is staffed by 5 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.

## 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



## 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. Handa



Ms. Fukada



Ms. Hori



Mr. Nakanishi

## 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**