

# English-language Mental Health Counseling Service

## Information for Users

- I'm worried about my relationships with others.
- I can't sleep well lately.
- I'm stressed out and irritated.
- I feel worried and unsure about things.
- I want someone to listen.



We are here to help with your troubles.

Please be assured that your privacy will be absolutely protected.



You can receive counseling from clinical psychologists and other mental health experts.  
Please make an appointment to use this service.

Make reservations here (By three-way call)

\*Once connected, follow the voice guidance and select English.



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Toll-free / No consultation fees

Weekdays: 9:00 a.m. - 5:00 p.m. (closed on Saturdays, Sundays, public holidays, and Dec. 31 to Jan. 3)

### ■ How sessions work & How to make reservations

#### Temporary counseling - Telephone

- (1) Set up a date and time
- (2) Receive counseling (A counselor will call you; One call lasts approximately 20 minutes)

#### Continuous counseling – In-person or online session

(You cannot change formats after selecting one ; Free up to 5 times per year)

- (1) We send details about the service
- (2) Apply via the website
- (3) Receive counseling (Visit a counseling room or meet online)

Handling methods may vary depending upon the matters communicated in consultations.



#### What exactly happens during counseling?

During your counseling, we ask that you speak freely about your feelings, thoughts, and the cause of your worries.

By talking, you may



The counselor will carefully listen and respond to those thoughts and worries while helping you organize your problems and gain an understanding of your situation. They will work with you so you can discover a solution to your problems based on that understanding.

Service Provider : T-PEC Corporation 

When you call, we may be unable to fulfill your request depending on conditions, region, or details.  
Please check <<https://www.t-pec.co.jp/notice/>> for details.

#### Regarding Handling of Personal Information

T-PEC CORPORATION uses personal information received from users to conduct appropriate services accompanying telephone reception, hold necessary sessions, and arrange appointments with medical institutions within the scope of consigned business. Additionally, we will not provide collected personal information to third parties other than contractors, except when the user has given consent or such provision is required by law. For details, please check the company website (Handling of Personal Information | T-PEC CORPORATION (<https://www.t-pec.co.jp/privacy/>)). Furthermore, T-PEC CORPORATION will alter any personal data collected during service provision in a way that does not enable user identification (such as statistical data in white papers and sales materials) before creating, using, and publishing statistical information to improve service quality and for PR/marketing purposes.

# English-language Health Hotline Information for Users

The pain from my sports injury won't go away.

I want to find medical institutions that can help me in English.

I'm worried about my skin troubles.

I got results from my medical checkup in Japanese, and I want to know what they say.



We are here to support your health.  
Please be assured that your privacy will be absolutely protected



For times like these:

You have physical symptoms you're worried about and want to consult with someone

You want to ask about first aid for injuries

You want to ask about maintaining/improving your health

You're looking for a medical institution

You are worried/anxious and want to have a consultation



\*Once connected, follow the voice guidance and select English.

**0120-\*\*\*-\*\*\***

Toll-free / No consultation fees

**Weekdays: 9:00 a.m. - 5:00 p.m. (closed on Saturdays, Sundays, public holidays, and Dec. 31 to Jan. 3)**  
**/ Reception by dedicated phone number**

**Held through three-way calls with interpreters and consultation staff members**

Handling methods may vary depending upon the matters communicated in consultations.

- (1) Our experienced consultation staff will advise you on health and medical issues.
- (2) With a database of over 400,000 medical institutions nationwide, we will provide you with information and more related to medical institutions that suit your needs.

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# 中文 心理健康咨询服务 使用指南

- 为人际关系而烦恼
- 最近睡眠质量差
- 压力积压，感到焦虑
- 有担心和不安的事
- 想要有人倾听自己的心声



您内心的烦恼由我们来解决。  
我们将严格尊重隐私，请放心咨询。



由临床心理师等心理方面的专家提供咨询服务

※接通后请根据语音提示选择中文服务



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话费、咨询费免费

工作日 9:00~17:00（周末、节假日、12/31~1/3除外）

**即时咨询 电话（无需预约）**

咨询过程中提供口译服务，可通过上述专用直线电话与口译、咨询人员进行三方会谈

**持续咨询 面对面/在线面谈（预约制）**

※可任选其一，选择后不可变更 每人每年可免费咨询5次

根据咨询内容，应对方式可能会有所不同

预约接待，将通过上述专用直线电话与口译、接待人员进行三方会谈

**使用流程**

- ①发送服务的详细资料
- ②通过Web进行申请
- ③进行咨询（前来咨询室，或进行线上咨询）



**咨询主要进行什么内容？**

咨询时，请咨询者自由地说出自己的心情、想法、不安的事情等。

通过聊天



咨询师一边认真仔细地理解咨询者的想法和不安，一边整理问题，帮助咨询者自己发现问题。在发现的这些问题等的基础上，为了让咨询者自己能找到解决问题的方法，和咨询者一起思考。

服务提供公司：T-PEC株式会社 

根据使用时的各种条件、地区和内容的不同，可能无法满足您的要求。

详细情况请确认<<https://www.t-pec.co.jp/notice/>>。



**关于如何处理个人信息**

T-PEC株式会社将在委托范围内适当地使用由用户提供的个人信息，以进行电话接听应对、必要时的面谈和医疗机构的预约安排等服务。另外，除非征得用户同意、法令要求，否则我们不会将获取的个人信息提供给委托对象以外的第三方。详细情况请参照主页（如何处理个人信息| T-PEC株式会社）<https://www.t-pec.co.jp/privacy/>进行确认。另外，为了改善服务质量及进行宣传营销，T-PEC株式会社采用不能识别用户的方法（白皮书和营业材料中的统计数据等），对提供服务时收集到的个人数据进行加工后，作为统计信息制作、利用、公布。

# 中文电话健康咨询服务 使用指南

无法减轻运动时受伤带来的疼痛

想了解提供中文服务的  
医疗机构

皮肤粗糙问题

想知道日语的健康诊断结果的内容



为您的健康保驾护航。  
我们将严格尊重个人隐私，请放心咨询。



例如以下情况

希望对在意的身体症状进行咨询

希望咨询受伤时的应急处置

希望咨询如何保持、增进健康

查找医疗机构

有担心和不安的事希望咨询



0120-\*\*\*-\*\*\* 话费、咨询费免费

接通后请根据语音提示选择中文服务

工作日 9:00~17:00（周末、节假日、12/31~1/3除外）／专用直线电话接待  
咨询过程中提供口译服务，可与口译、咨询人员进行三方会谈

根据咨询内容，应对方式可能会有所不同

- ① 经验丰富的咨询人员，为健康、医疗相关咨询提供建议。
- ② 从全国超过40万件的医疗机构的数据中，按照您的要求为您介绍合适的医疗机构信息等。

服务提供公司：T-PEC株式会社  T-PEC

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