

Frequent Q&A

Which vaccines can I receive?	Suginami City currently provides only Pfizer vaccine. It is not known, as of June 2021, when other vaccines will be supplied by the Japanese government. The Japanese government provides Moderna vaccine at mass vaccination centers. Therefore, you CANNOT receive vaccination at a mass vaccination center for the first dose and at Suginami site for the second dose (or vice versa).
I am worried about vaccination.	Please consult with your family doctor if you are worried and have questions about receiving vaccination because of your underlying or chronic diseases, etc.
What shall I do if I have side effects after a dose?	In the case you have side effects in the vaccination site, doctors and nurses at the site will give medical care and transport to the hospital by ambulance depending on the situation. In the case you have side effects at home and get worse, please call the Tokyo metropolitan call center. Tokyo Metropolitan Government COVID-19 Vaccine Side Effects Consultation Center: 03-6258-5802 (Open 24 hours a day, 7 days a week)
To what age range of people are you sending this notice?	We are sending this notice to those 12 years of age and older as of March 31, 2022 (born before April 1, 2010). To those who were born between April 2, 2009 and April 1, 2010, we send it in the previous month of the birthdays.
If a child receives vaccination, do a guardian need to accompany?	Parents/guardians do not need to accompany with children 13 years and older. If a child is 12 years old, a parent or a representative with a letter of attorney must accompany.
If my resident registration is in the other municipality, can I receive the vaccination in Suginami?	You, in principle, receive vaccination in the municipality where your residency is registered. However, in the case you would like to receive the vaccination in different municipality because you live apart from family for work, or stay for homecoming childbirth etc., please apply at the municipality where the medical institution for the vaccination locates. In the case your family doctor is outside Suginami, you do not need to apply for that.
What shall I do if I am in a hospital or in a nursing facility for the elderly?	You may be able to receive the vaccination in the hospital or the facility. Please consult with them.
I would like to know if my disease is applicable for the underlying diseases.	Please see the City's website and consult with your family doctor or the doctor when you are hospitalized about applicable diseases (14 diseases/conditions).
Do I need a medical certificate for the underlying diseases or a certificate for working at nursing care facilities?	No, you don't. If you are eligible, please make an appointment after 12:00 noon, July 6, regardless of age.
What time do I need to go to the vaccination site?	At any sites, there is no waiting space. You will not receive the vaccination earlier than the appointment time. Please come to the site 5 minutes before your appointment time. *Please do not come to the site earlier than 5 minutes.
Can I drive to the site?	Among Suginami City sites, only Risshokoseikai Horinkaku has parking space. Parking space is available only for people with disabilities at Momoi Harappa Park (temporary site). However, since the space is very limited, you may not be able to park or may wait. Please ask each medical institution about the parking space.
I would like have a vaccination certificate.	The temporary certificate is on lower right on the vaccination ticket. Currently, the Japanese government does not indicate specific procedures for individual certificates. As soon as it is decided, we will inform you on the City's website.
I would like to know which site is available.	Regarding availability for the City vaccination sites, you can check it on the City's appointment website. We will hereafter post it on the City's official website.
I would like to change my appointment date and time.	It differs according to the appointment procedures you made. Ⓐ Appointments by the City's appointment website or the City Call Center Ⓑ Appointments at medical institutions directly or mass vaccination centers by the Japanese government To make a new appointment from Ⓐ to Ⓐ: First, please cancel your appointment by the City's appointment website or the Call Center, and then make a new appointment. You can cancel/make appointments with one call at the Call Center. To make a new appointment from Ⓐ to Ⓑ, Ⓑ to Ⓐ and Ⓑ to Ⓑ: First, you make a new appointment, and then cancel your previous appointment. If you do not cancel your previous one, your appointments will be duplicated. We would appreciate your cooperation not to cause a blank in the appointment schedule.
I received the first dose at the group vaccination site. Can I receive the second one at a clinic (and vice versa)?	Yes, you can. However, the information about your vaccination will reflect only through the City's appointment system or the Call Center. Please confirm the appropriate interval between 2 doses by yourself.

COVID-19 Vaccination Notice

Vaccination cost
Free of charge
Fully funded by the
government

We are sending this notice to those 12 years of age and older as of March 31, 2022 (born before April 1, 2010).

Suginami City is currently providing the vaccine to those 65 years of age/older or medical professionals to complete it by late July. Hereafter, you will be able to receive the vaccination at the mass vaccination centers by the Japanese government, Tokyo metropolitan government, workplaces, universities, etc. The City, therefore, is sending vaccination tickets to all eligible residents. Please read this notice carefully and receive the vaccination if you would like. Please check the latest information on the official website or newspaper of Suginami City.

1. Vaccination sites and how to make an appointment

The appointment procedure varies from the sites.

Vaccination sites where you can make an appointment online through the City's appointment website or by the Call Center

Please see p. 2 for details.

Some of the medical institutions in Suginami City (hospitals and clinics)

In the attached "List of hospitals and clinics providing the vaccination individually",

● shows the medical institutions where you can make an appointment on the City's website or by the Call Center. Please DO NOT call the institutions directly.

Group vaccination sites (7 facilities in Suginami)

Please see the attached "List of hospitals and clinics providing the vaccination individually." You can make an appointment for the 7 group vaccination sites on the City's website or by the City's Call Center. Please notice that since we are currently promoting the vaccination for those 65 years and older or those with specific priorities, **those not in the category will be able to receive the vaccination after late July.**

- Those 60 to 64 years of age, those having underlying diseases, those working at nursing facilities for the elderly → **Appointments will open at 12:00 noon on July 6.**
- Those 12 to 39 years of age (who are not eligible for three conditions above) → **Appointments will open at 12:00 noon on July 13.**
- Those 40 to 59 years of age (who are not eligible for three conditions above) → **Appointments will open at 12:00 noon on July 27.**

Vaccination sites where you make an appointment directly with medical institution

Some of medical institutions in Suginami City (hospitals and clinics)

[The start date of appointments varies from the institutions]

In the attached "List of hospitals and clinics providing the vaccination individually",

● shows institutions where you can make an appointment directly with them.

Reference

Mass vaccination centers by the Japanese and Tokyo Metropolitan Government

[Please inquire each organization.]

At the moment of this notice, those 65 years and older can receive the vaccinations at mass vaccination centers by the Japanese government. Police officers and firefighters can receive vaccinations at the mass vaccination centers by Tokyo Metropolitan Government. Please inquire each institution.

Workplaces and universities (Vaccinations at workplaces and schools) **[Please inquire each organization.]**

Some corporations, organizations and universities consider providing the vaccinations for employees, students and faculty members.

2. How to make an appointment

(Group vaccination sites, Some of medical institutions in Sugunami City)

For group vaccination sites and some of hospitals and clinics in Sugunami City, you can make an appointment according to the procedure explained in this leaflet. Please contact the other sites directly how to make an appointment with them.

① Online appointments (Open 24 hours a day)

Please access the City's online appointment website "Information for COVID-19 vaccination" by smartphone or PC.

<https://www.vaccine-info-suginami.org>



※For details of appointment process, please see the attached sheet and the official website of Sugunami City.

※ An ID and a password are required when you make an appointment. The ID is the vaccination ticket number and the initial password is 8-digit number of your birthday. (ex. birthday: January 1, 1955→19550101)

② Appointments by telephone/questions

(9:00 am – 5:00 pm Every day including Saturdays, Sundays, and national holidays)

☎0570-666-542 Sugunami City COVID-19 Vaccination Call Center (Available in 20 foreign languages)

※Please prepare your coupon (vaccination ticket) when you call.

Important notes on telephone appointments

Immediately after connecting to the Call Center, the line switches to an automated voice response system. If it does not switch, you are calling to the wrong number.

Area code "03" is NOT required. It is NOT a toll-free number "0120". Please make sure to press the correct numbers starting from "0570".

*0570 (Navi-dial) will charge from the moment switching to the automated voice. (Fixed-line 10 yen/60sec., mobile phone 10 yen/20 sec.) If the line is congested and does not connect to the Navi-dial, you will hear the recording voice "Lines are currently very busy". No call fee will be charged at the point.

- You can make an appointment by telephone and online. You CANNOT make it to the city office main telephone number or at the Public Health Center.
- It is expected that both the telephone line and the internet access will be very busy immediately after sending vaccination tickets. Please do not worry because we prepare vaccines enough for all the residents who would like to receive. Thank you for your patience.
- Please be sure to write your appointment date and time on the "Appointment Date Memo" on your vaccination ticket not to forget.
- We DO NOT provide any agency services for appointments. Please be aware of fraud pretending a city office worker for making appointments by phone.
- When you make another appointment with medical institutions individually or with mass vaccination centers by the Japanese government, please be sure to cancel your Sugunami City's appointments.

- We will update you the schedule for the appointments and vaccinations on the official website and newspaper of Sugunami City.

<https://www.city.suginami.tokyo.jp/news/kansensho/covid-19/vaccine/index.html>



3. Vaccination Plan

You need to receive the same product of vaccine twice in a certain interval.

You can receive COVID-19 vaccinations upon your request.

Please consult with your family doctor if you feel anxious or have any questions because you have underlying or chronic diseases.

Appointments for the two doses
Please make an appointment for the first and the second doses at the same time.

On the City's appointment website, you can make the first and the second doses' appointments at the same time.

The first dose

After the first dose, you should wait for at least 15 minutes at the site.

Please DO NOT come earlier than 5 minutes of your appointment time since there is no waiting space.

For the Pfizer vaccine, it is necessary to have a 3-week interval between the first and the second dose.

The second dose Completion of vaccination



Please wear clothes such as a T-shirt that makes it easy to expose your shoulder.

4. What to bring to the site ①~④ Free of charge.

① Coupons (Vaccination tickets)



Vaccination ticket and vaccination certificate are set. Do not remove the sticker on the ticket. Please bring them as they are.

② Prevaccination Screening Questionnaire 2 sheets 2set



You need one set per dose. Please fill in the necessary information in advance and bring it with you.

③ ID

On of health insurance card, My Number Card, driver's license, resident card, etc., issued by government offices



④ Prescription record notebook

(Only if you are taking medicine)



Please be aware of fraud relating to COVID-19 vaccination.

The municipality NEVER asks for cash payment for the vaccination.

If you feel anxious or have trouble, please contact the police office or the consumer center.

COVID-19 fraud prevention consumer hotline: ☎0120-797-188

Tokyo Metropolitan Police Department

#9110

General Advisory Center: