

The everyday life I thought would never change was turned upside down by the Noto Peninsula Earthquake on January 1, 2024.

The Noto Peninsula Earthquake caused a severe shortage of medical services. How would you like to contribute to healthcare in such a situation?

We would like to share with you the NTT Group's initiatives on online follow-up consultations to support disaster victims.

After the disaster, many residents of Noto simultaneously evacuated to shelters. Roads were severed, making travel between the evacuation sites and Noto very time-consuming.

Despite this, many doctors and pharmacists remained to support local healthcare. On the other hand, evacuees faced great anxiety due to the sudden inability to meet with healthcare professionals, including doctors and pharmacists, who had been readily available to them.

In these challenging times, we would like to share the full scope of our initiatives. We have made the commitment to connect doctors in Noto with evacuees through online consultations, addressing the challenges highlighted in the previous video. After coordinating with the prefectural government, physicians, and various medical institutions, we visited 27 medical institutions and 62 secondary evacuation shelters in Noto one by one to distribute tablets and brochures for online medical consultations (video calls), and as of November 30, 2024, we have conducted 305 online medical consultations. We plan to develop the knowledge and systems gained through this initiative into a disaster preparedness package that can be used nationwide from peacetime.

Now, I will share our story in chronological order.

*We collaboratively addressed various challenges as a unified project team, employing an agile approach to successfully implement online consultations, which had been deemed difficult to achieve in disaster-stricken areas in Japan.*

Healthcare is merely a part of life. We aim to build the city of Wajima, fostering healing and empathy that can only arise among those who have experienced the same adversity. We prioritize the voices of stakeholders in Noto above all. Our goal is not merely to restore healthcare but to ensure the sustainability of medical services in the Noto Peninsula.

With these thoughts in mind, Online follow-up consultations are defined as:

Through the provision of online medical consultations, we aim to maintain the connection between evacuees displaced from disaster areas and local physicians, facilitating a supportive environment for evacuees to confidently return to the Noto region, where medical professionals are dedicated to their care.

We used NTT Com Online's online consultation app, "Video Talk." No app installation is required.

When the medical institution sends a text message to the patient's phone number from the Video Talk screen, the patient receives a text message with a URL. By clicking on that URL, the online consultation can be initiated.

Docomo provided tablets for online follow-up consultations to various medical institutions. Additionally, NTT Communications also promoted real-touch support for the elderly in collaboration with Docomo shops.

The first online consultation conducted at the evacuation center in Kaga City.

"The doctors and staff at Gochamaru Clinic feel like my own children. I was so moved to speak with them that I cried."

What we aimed to connect and nurture is precisely this kind of bond.

In order to reach those in need of online follow-up consultations, through statements from the Ishikawa Prefecture and the Minister of Health, as well as information provided by the Medical Association, all parties involved worked together as one with full dedication.

During the heavy rain disaster in Noto in September,

We connected residents who evacuated due to the flooding of temporary housing with medical institutions through online follow-up consultations, enabling us to respond swiftly.

Our initiative has received a great deal of praise. Furthermore, there have been requests for a system that can be used even in normal times.

In response, we are working on creating a package that leverages the insights and connections gained from the Noto Peninsula earthquake, with the goal of contributing nationwide.

In Japan, where natural disasters occur frequently, we have established valuable systems and

connections with related parties that can be utilized in the future.

As the NTT Group, we would like to utilize the knowledge and connections we gained from the Noto Peninsula earthquake to contribute to the whole country.

In particular, we aim to promote the creation of safe and secure communities from normal times, ensuring that we are well-prepared to respond promptly in emergencies. We look forward to continuing this initiative in collaboration with all of you watching today.