

# An introduction to the JSDF Large-Scale Vaccination Centers



**J u n e ,    2 0 2 1**  
**The Ministry of Defense,**  
**J        A        P        A        N**

# Introduction

In order to contribute to pandemic prevention measures, the MOD/JSDF, at the instruction of the Prime Minister and the Minister of Defense, established large-scale vaccination centers in Tokyo and Osaka, and on May 24, began to administer inoculations to accelerate vaccinations – the key measure to overcome COVID-19.

The Tokyo and Osaka centers are managed as joint efforts, involving the MOD and relevant ministries and agencies, and private enterprises.

This leaflet provides a compilation of the features of both JSDF Large-Scale Vaccination Centers, in order to share valuable knowledge and “lessons learned” with foreign officials who are considering the establishment of similar large-scale vaccination centers.

The Tokyo and Osaka centers vary substantially in terms of their location and facilities. In this leaflet, such differences are compared, so the reader can refer to the installation procedures and operational management according to each center’s characteristics.

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# 1 General outlines of JSDF Large-Scale Vaccination Centers

## Overview of the JSDF Large-Scale Vaccination Centers in Tokyo and Osaka

### Tokyo Center



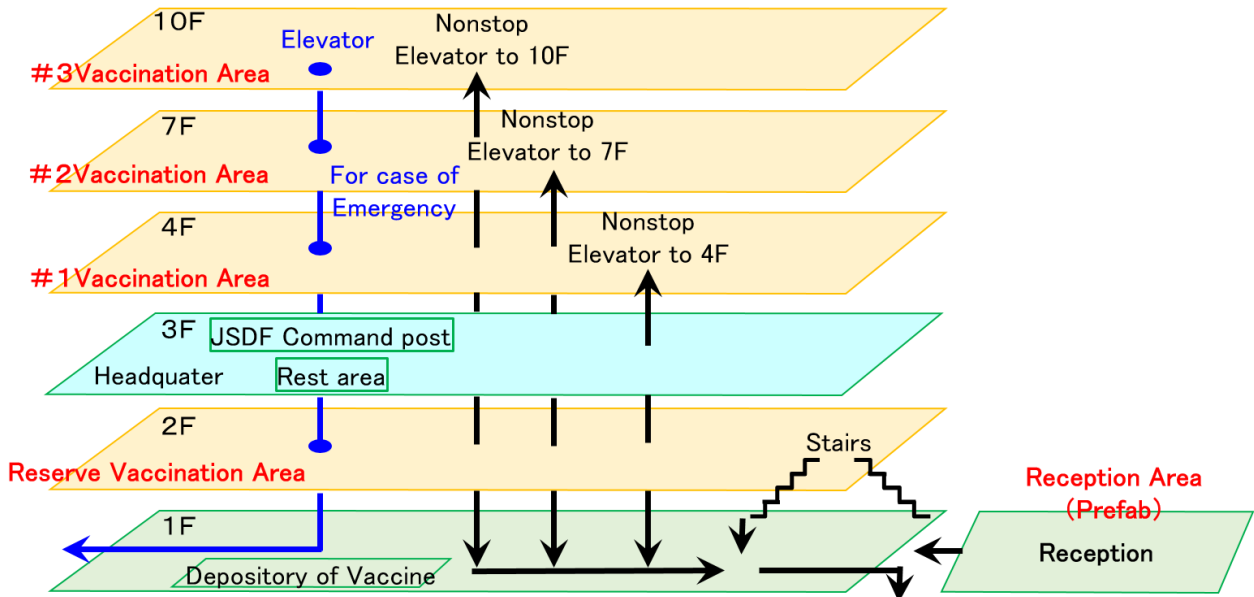
**Access**  
 2 minute walk from  
 Takebashi station, Tokyo Metro  
 3 minute walk from  
 Otemachi station, Tokyo Metro  
 15 minute walk from Kanda station, JR



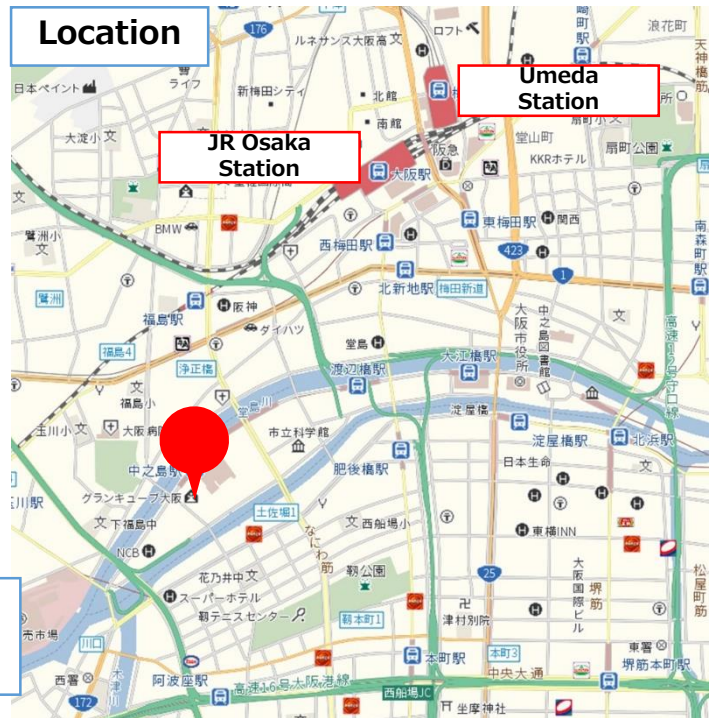
Location

Tokyo Station

Name	JSDF Large-Scale Vaccination Center, <b>Tokyo</b>
Location	3rd government office complex in Otemachi (1-1-3, Otemachi, Chiyoda-ku, Tokyo)
Outline	11 story building (using floors 1-4, 7 and 10)
Features	As this building had been used by the Tokyo regional taxation bureau, it had an office layout. Each floor has many completely divided rooms. The inside of the building was refurbished and prefabricated partitions were installed to suit vaccinations. Secure sufficient space to avoid the "Three Cs".

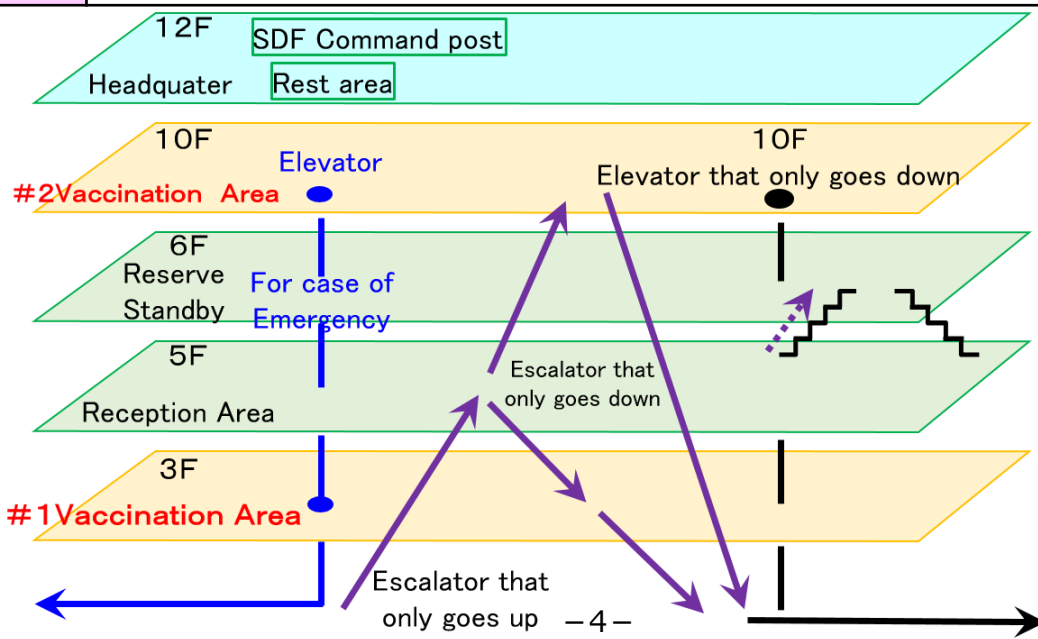


# Osaka center



**Access**  
Directly from Nakanoshima station – exit 2  
(Osaka International Convention Center)

Name	JSDF Large-Scale Vaccination Center, <b>Osaka</b>
Location	Osaka International Convention Center (5-3-51, Nakanoshima, Kita-ku Osakashi )
Outline	13 story building (using floors 1, 3, 5, 6, 10, and 12)
Features	There are many facilities, such as a 3000-seat great hall, suitable for holding large events. It was possible to design the vaccination center to make best use of the large space available. Infrastructure was substantially improved in order to attract users. The whole building was leased to avoid the “Three Cs”.





## 2 How to manage the flow of center users

### (1) Use of elevators/escalators

Introduction of the key aspects of how to manage the flow of center users.

**Tokyo center**



**1<sup>st</sup> floor elevator hall I**



**1<sup>st</sup> floor elevator hall II**



**Point!**

- Each vaccination floor is able to be reached by an exclusive elevator because the Tokyo center has many elevators.
- It is possible to improve movement efficiency and to avoid intermixing the flow of center users.

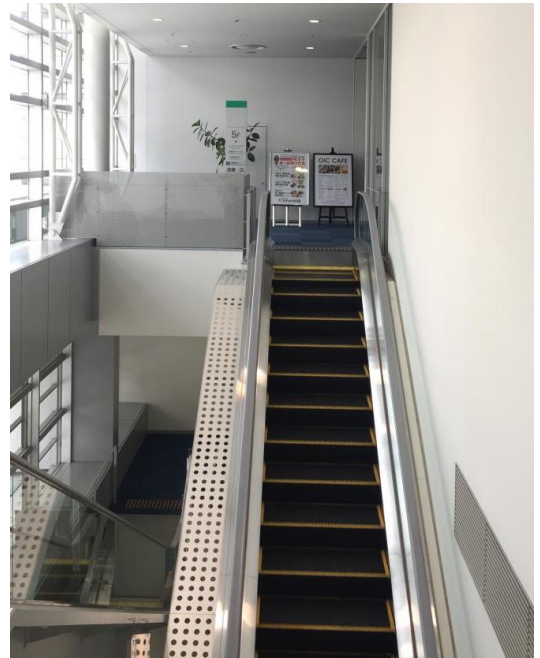
# Osaka center



**5<sup>th</sup> floor**



**6<sup>th</sup> floor**



**Escalator from 4<sup>th</sup> floor to 5<sup>th</sup> floor**



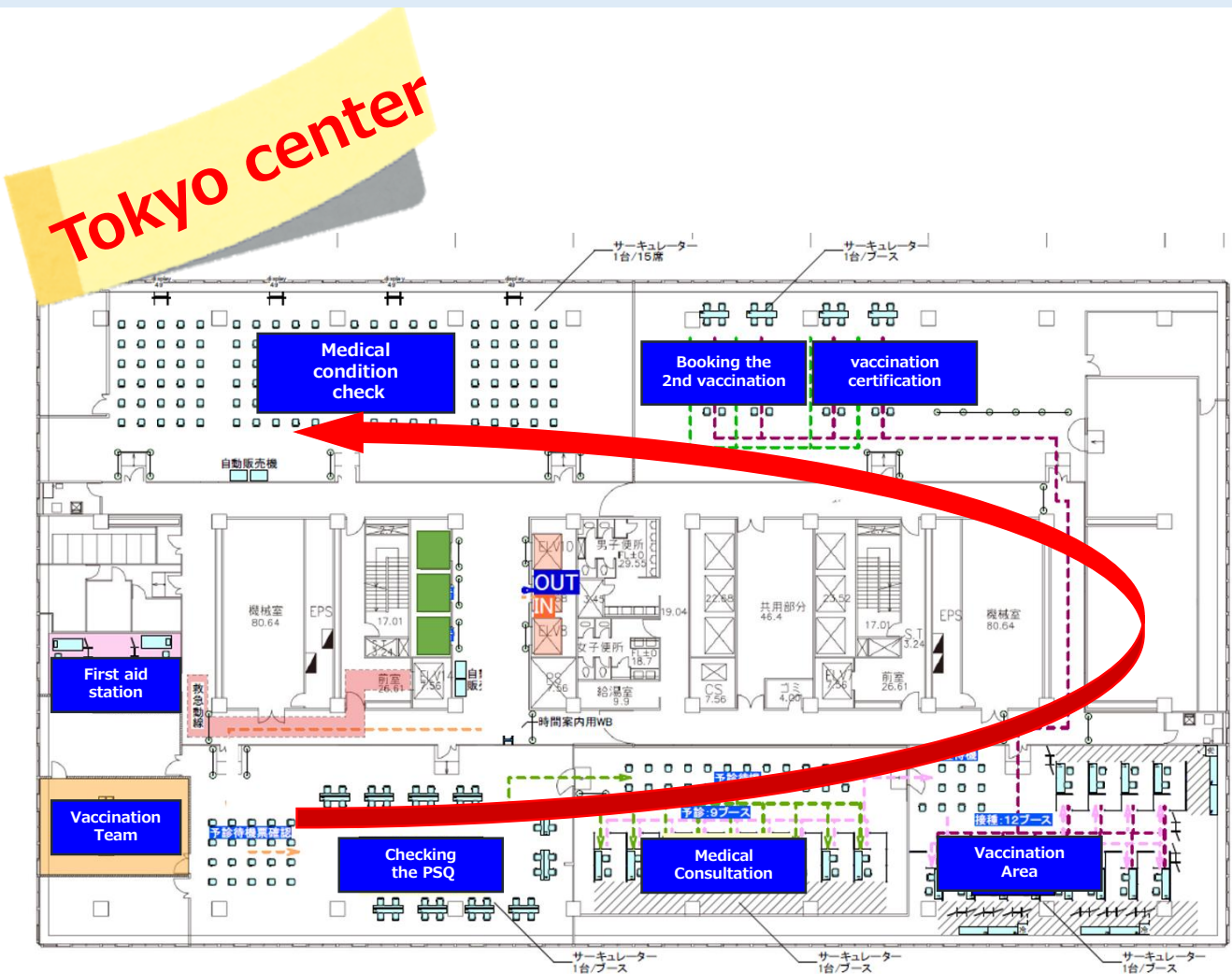
## Point!

- The Osaka center has sufficient escalators to ensure efficient movement of people, and to separate vaccinated and unvaccinated people.
- The “Three Cs” can be avoided by using escalators because people naturally stand a small distance apart from each other.
- We can reduce the number of guides compared to when using elevators.

## 2 How to manage the flow of center users

### (2) The processes from pre-vaccination screening questionnaire (PSQ) check to medical condition check

Introduction of ideas to take advantage of each center's characteristics to manage the flow of center users from the medical consultation to the medical condition check.



Floor plan of 7<sup>th</sup> floor

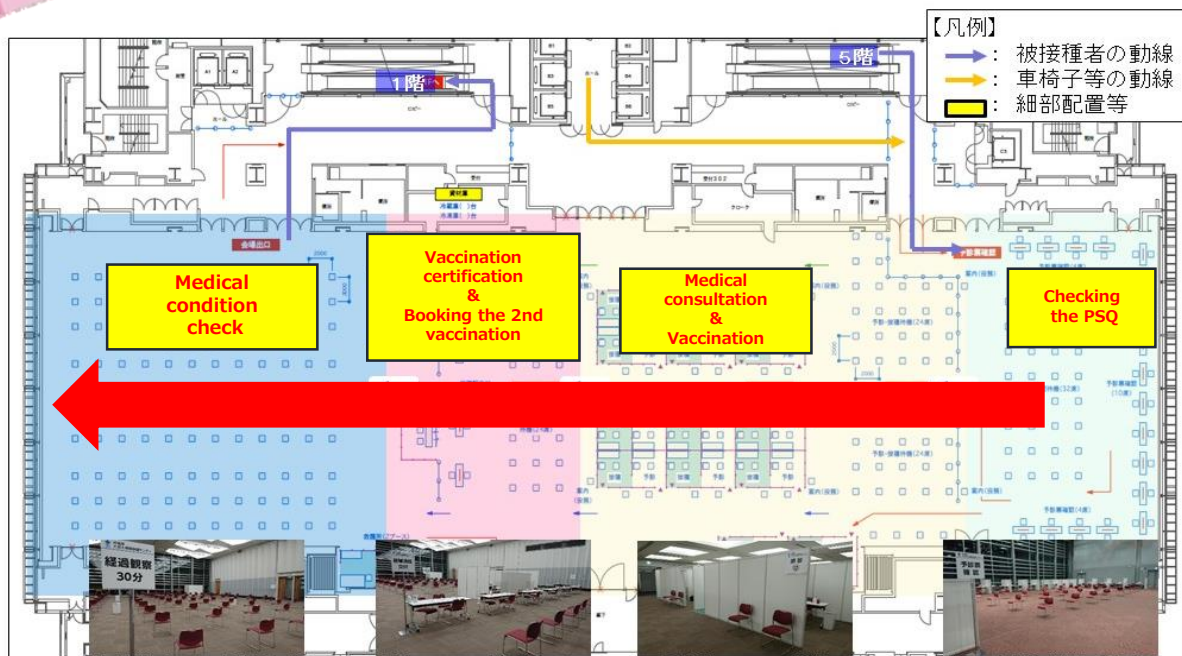


**Point!**

- Each floor is designed to ensure a one-way flow of people, from the medical consultation to medical condition check, so that users move smoothly without intermixing.
- Congestion can be avoided by managing the flow of center users.



# Osaka center



Floor plan of 3<sup>rd</sup> floor



Point!

- The flow of users through the vaccination floor is straight and one-way.
- Staff can maintain situational awareness across the entire center because all processes are completed on one floor.

### 3 Reception area

Introduction of how to reduce congestion in reception areas, where users tend to congregate.

**Tokyo center**



**Reception lane in prefabricated units I**



**Prefabricated units for reception**



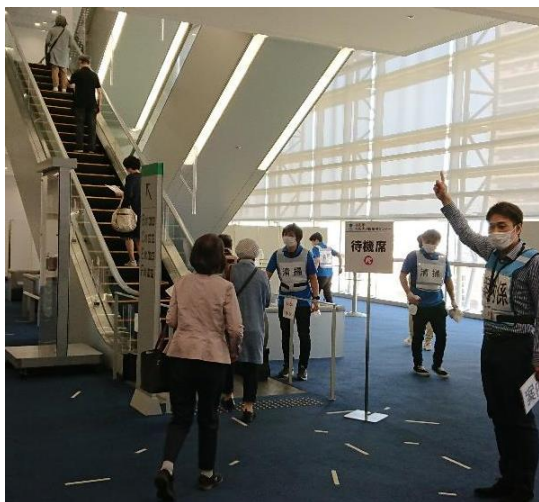
**Reception lane in prefabricated units II**



**Point!**

- Prefabricated units were installed outside for reception and many reception lanes were prepared.
- If user registration is taking longer than expected, such as when there are difficulties scanning vaccination coupons, users are guided to another special booth to alleviate congestion in the reception area.
- In the prefabricated units, there are enough staff to guide users.
- Desks were prepared for users to complete their pre-vaccination screening questionnaire.

# Osaka center



**Escalator  
in 5<sup>th</sup> floor to 6<sup>th</sup> floor**



**The Reception area**



**6<sup>th</sup> hall  
for waiting space**



## Point!

- The reception area is situated on the 5th floor.
- To control the flow, reservation times are checked and the people who have arrived early are separated.



## 4 Separation of each vaccination floor

Introduction of the efforts to ensure the easy movement of users and to avoid congestion in the Tokyo center.

**Tokyo center**



**Files that users receive at the reception area**



**Staff member wearing a GREEN vest.  
Green is the color of the 2nd floor.**



**Staff member wearing a BLUE vest.  
Blue is the color of the 7<sup>th</sup> floor.**



**Point!**

- Users are shown which vaccination floor to use by the color of the file provided to them at the reception area.
- Users can understand where they have to go by following their floor's color classification.
- The vests worn by staff match each floor's color.



**Floor guide**



**Waiting area classified by each floor's color**



## 5 Prior confirmation of the PSQ

Introduction of how to do a medical consultation accurately and to minimize time in this room.

**Tokyo center**



**PSQ is checked by a nurse**



**The number of checking booths are increased and decreased to manage congestion**



**Point!**

- The time required for medical consultations can be shortened by checking the PSQ in advance.
- Managers decide to increase (or decrease) the number of booths to reduce congestion depending on the situation.

## Osaka center



**Layout features ample space**



**PSQ is checked by a nurse**



### Point!

- By checking the PSQ, nurses can confirm past medical history or identify allergies, in order to help to determine whether users can be vaccinated, or the appropriate duration for a medical condition check by a doctor.
- There are nurses to check PSQ, and SDF nurses to maintain situational awareness and manage the floor.

## 6 How to arrange the medical consultation booth and vaccination booth

Introduction of how to ensure sufficient space to prepare the medical consultation and vaccination booths, and to manage the flow of center users depending on the size of the building.

Tokyo center



Medical consultation booth



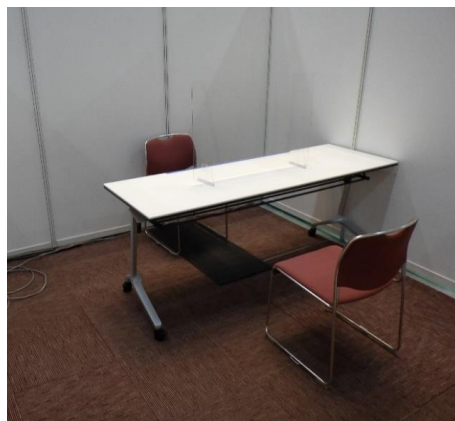
Point!

### Vaccination booth

- At the Tokyo center, medical consultation booths are separated from vaccination booths because of space limitations.
- There are more medical consultation booths than vaccination booths installed because it takes longer to do a medical consulting than the vaccination. Users who have finished their medical consultation are efficiently guided to a free vaccination booth.



Osaka center



**Medical consultation and vaccination booth**



**Vaccination**



**Point!**

- As there is sufficient space at the Osaka center, medical consultation booths are connected to vaccination booths, which enables users to be vaccinated quickly.
- To avoid congestion, the flow of users in front of reception on the 6th floor is controlled.

## 7 How to arrange the certification booth and the 2nd vaccination booking booth

Introduction about how to avoid congestion and improve efficiency when issuing vaccination certificates (an essential procedure) and when making user's 2nd vaccination booking(the most time consuming process).

Tokyo center



**<BEFORE Improvement>**  
Issuing vaccination certificates and making user's 2nd vaccination booking were done concurrently.



**<AFTER Improvement>**

The two processes are now done separately.



**Point!**

- Booking the 2nd vaccination can take a long time because it is necessary to match with the user's schedule.
- To avoid congestion, sufficient booths were installed, and vaccination certificates are issued from a different booth to where users make their 2nd vaccination booking.



## Osaka center



**In the Osaka center,  
users are issued with their vaccination certification  
and make their 2nd vaccination booking concurrently.**



**While users are waiting for their medical condition check,  
they can make their 2nd vaccination booking.**



### Point!

- As there is sufficient space at the Osaka center, booths can be well-separated. Users are issued with their vaccination certification and make their 2nd vaccination booking at the same booth.
- The duration of the 2nd vaccination booking process can be shortened by making use of the time while users wait for their medical condition check.

## 8 Center management

Introduction of the vaccination center's management section, which is essential to ensure smooth operations.

**Tokyo center**



**Headquarters**



**Center Management Office**



**Briefing space**



**Point!**

- A Headquarters which controls the vaccination center as a medical organization, and a Center Management Office which manages external coordination and the working environment of civilians were established.
- In the Tokyo center, the Headquarters and the Center Management Office are separated, but information is shared and how to deal with issues is discussed each day in the briefing space.

Osaka center



**Joint office of the Headquarters and Center Management Office**



- In the Osaka center, the Headquarters and the Center Management Office are collocated on the 12th floor, and can share information and discuss issues at any time.



## 9 Response to a patient emergency

Introduction of how to prepare for users who may experience side-effects, and to prepare ambulance transportation by cooperating with nearby hospitals.

**Tokyo center**

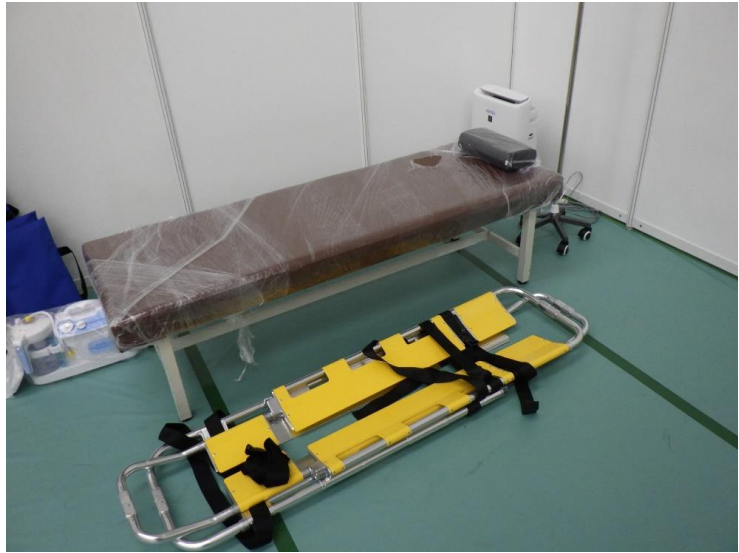


**First aid station**

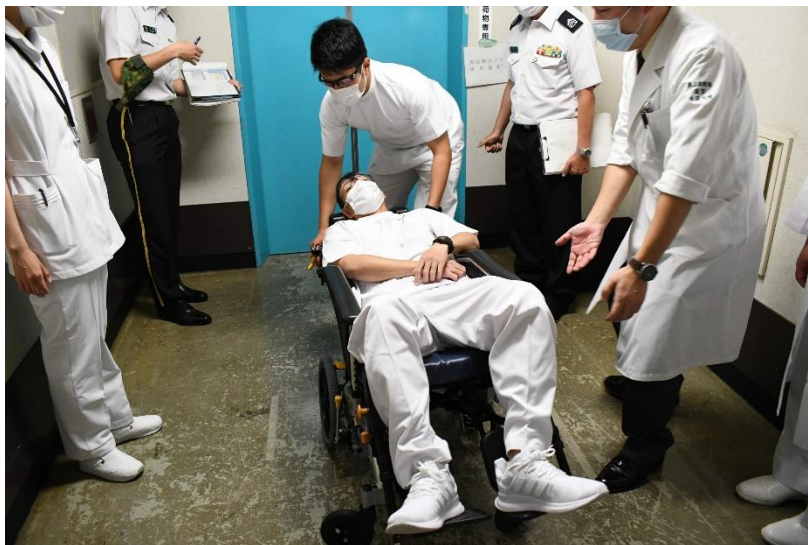


**If a user becomes unwell in a bathroom, they can call for assistance by ringing an emergency bell.**

Osaka center



**First aid station**



**Elevator for emergency use only**

**\*Patient transport training**



**Point!**

- First aid stations are situated on each floor to treat any users who experience side-effects.
- In areas that staff cannot directly observe, such as bathrooms, emergency call buttons are installed.



## 1 0 Efforts to improve the working environment

Improvement of the working environment for staff who are required to concentrate and work with precision for extended period of time.

**Tokyo center**



**Replacement of office chairs  
for softer ones.**



**Installation of a vending machine**



**Installation of a refrigerator—improvement of meals**

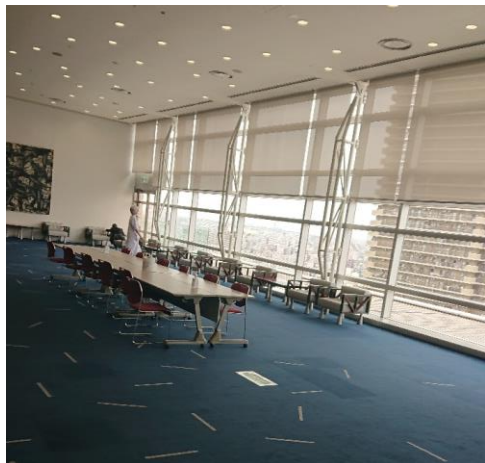
# Osaka center



**Installation of a microwave  
—improvement of meals**



**Making breads and vegetable juices  
available for staff to consume at any time**



**A large lounge**



**Miso soup that staff can consume at  
break times**



**Point!**

- To boost staff morale, the working environment was improved.
- Particular attention was given to the improvement of meals and the environment of break rooms.



# 1 1 Efforts to improve convenience for center users

## (1) Shuttle bus

Ease of access was taken into consideration when the locations of JSDF Large-Scale Vaccination Centers were selected.

To improve convenience for users, the governments of Tokyo and Osaka began to run shuttle buses.

In addition to the city buses in Osaka, MOD itself leased and began to run shuttle buses to improve convenience for users.

Tokyo center

Bus stop

Bus stop

Tokyo center

Bus stop I



Bus stop II

Point!

The service section : Between Tokyo station, JR to Tokyo center (round-trip)

The schedule : From 7:45 am to 7:55 pm, daily  
※About every six minutes.

At four-minute intervals from 10:00 am to 4:00 pm  
Eligible person : The person who is receiving the vaccination and a support person

Cost : Free

# Osaka center

自衛隊 大阪大規模接種センター (国際会議場) 直行バスの運行

▶期間：5月24日(月)～8月23日(月)(予定)運行

▶運賃：接種対象者無料(接種券を降車時に提示)  
(介助人の方も無料です)

大阪駅前発(直行バス・53号系統) (所要時間：約20分)

	平日	土曜	休日
6	3 17 28 39	19 30 49	70 38 50
7	00 06 11 15	03 19 33 49	05 20 35 50
8	12 24 42 52	03 19 33 49	05 20 35 50
9	12 24 42 52	03 19 33 49	05 20 35 50
10	12 24 42 52	03 19 33 49	05 20 35 50
11	12 24 42 52	03 19 33 49	05 20 35 50
12	12 24 42 52	03 19 33 49	05 20 35 50
13	12 24 42 52	03 19 33 49	05 20 35 50
14	12 24 42 52	03 19 33 49	05 20 35 50
15	12 24 42 52	03 19 33 49	05 20 35 50
16	12 24 42 52	03 19 33 49	05 20 35 50
17	12 24 42 52	03 19 33 49	05 20 35 50
18	12 24 42 52	03 19 33 49	05 20 35 50
19	12 24 42 52	03 19 33 49	05 20 35 50
20	12 24 42 52	03 19 33 49	05 20 35 50
21	12 24 42 52	03 19 33 49	05 20 35 50



【のりば】  
大阪駅前バス・53号系統1番のりば

赤字：直行バス  
黒字：53号系統(各停留所に止まります)

※53号系統(通常便)も接種券を提示すれば無料です  
※平日7時・8時台は通勤で利用される方が多くあります

なんば発(直行バス) (所要時間：約30分)

	平日	土曜	休日
6	00 30	00 32	00 30
7	00 30	00 32	00 30
8	00 30	00 32	00 30
9	00 30	00 32	00 30
10	00 30	00 32	00 30
11	00 30	00 32	00 30
12	00 30	00 32	00 30
13	00 30	00 32	00 30
14	00 30	00 32	00 30
15	00 30	00 32	00 30
16	00 30	00 32	00 30
17	00 30	00 32	00 30
18	00 30	00 32	00 30
19	00 30	00 32	00 30
20	00 30	00 32	00 30
21	00 30	00 32	00 30

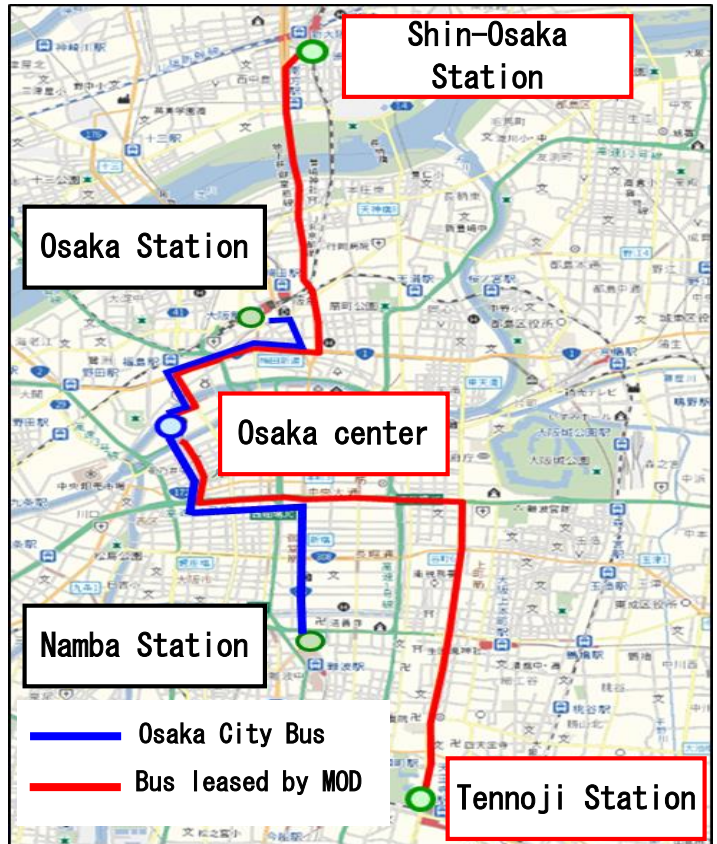


【のりば】  
なんば(高島屋前)5番のりば

## Bus schedule

Point!

## Route



Shuttle bus goes to Osaka center

The service section : Between Shin-Osaka station or Tennoji station and Osaka center (round-trip)

The schedule: From 7:20 am to 7:10 pm, daily  
※Every thirty minutes

Eligible person : The person who is receiving the vaccination and a support person

Cost : Free



# 1 1 Efforts to improve convenience for center users

## (2) Guides and signage

Introduction of the various maps and signage to assist users reach the center

Tokyo center



Guide map installed at station I



Guide map installed at station II



Guide standing near station

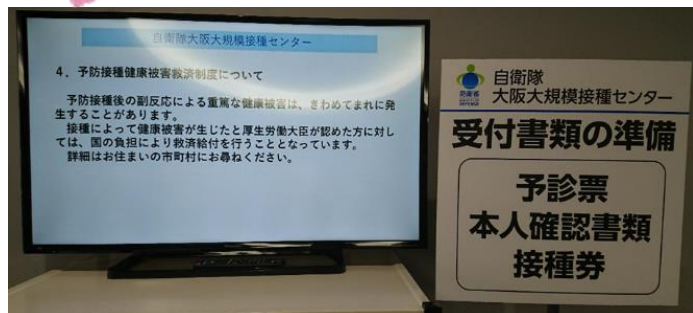


Point!

- Maps and guides were placed in and around the nearest stations to the Tokyo center to improve the movement of users.



# Osaka center



**Issues to be addressed  
in order to be vaccinated**



**Signage in the Osaka center**



**Precautions are displayed  
in the waiting area**



**Supported by a sign language  
interpreter**



## Point!

- Center users can move smoothly by consulting maps and guide signs installed throughout the Osaka center.
- Announcements and precautions are displayed in the waiting area where the people who come to the center earlier than their vaccination time wait.

# 1 1 Efforts to improve convenience for center users

## (3) Distribution of leaflets

Introduction of how to inform users about the vaccination and aftercare.

Tokyo center



Download from here



自衛隊東京大規模接種センター

新型コロナウイルス  
ワクチン接種のご案内



住所：東京都千代田区大手町 1-3-3  
大手町合同庁舎 3号館  
電話：0570-0567-30

### 会場内での注意事項

- 会場内では、マスクを必ずご着用ください。マスクのご着用いだけない方はご退場頂きます。
- 手指の消毒にご協力ください。
- 会場内での会話は必要最小限をお願いいたします。
- 待機中は、熱中対策としてこまめな水分補給をお願いいたします。会場内には飲料水等の自動販売機を設置しています。
- 会場内は、食事、喫煙は禁止です。
- 施設内での撮影、録音は禁止です。
- 悪質な騒ぎとなる行為がある場合は、ご退場いただきます。
- 手荷物等は必ずご持ちください。紛失や破損に対する責任はご自身でお願いいたします。
- ご退場の際は、誘導員及び誘導用ラインに沿っておかえりください。

### 接種に関する注意事項

- 過去に注射や、採血等で具合が悪くなった方は、予約の際にお伝えください。接種場所を変更することがあります。職員に指示に従い、ご協力をお願いします。
- スムーズな接種のため、待機中にできるだけ上着を脱ぎ、肩を出せるようご準備ください。
- 接種場所へ入りましたら、手荷物はかごの中にお入れください。
- ほんのり赤い等の皮膚反応は、専用のゴミ箱へお願いいたします。一般ゴミとの分別にご協力ください。
- 接種後に、15分または30分ほど経過観察を行います。会場をお控えいただき、体調が悪い時は速やかにお伝えください。
- 経過観察時間が経過して、体調に異常がない方は速やかにご退場をお願いいたします。

### 帰宅後の注意事項

- 注射した部分は清潔に保つようにし、接種当日の入浴は問題ありませんが、注射した部分はこもらないようにしてください。
- 当日の激しい運動は控えてください。
- 接種後は、一時的に発熱や筋肉痛などがみられることがあります。気になる症状が出現の場合、下記の自治体窓口やかかりつけの医師、近隣の医療機関等にご相談ください。

### 予防接種健康被害救済制度について

- 予防接種後の副反応による健康被害は、きわめてまれに発生することがあります。接種によって健康被害が生じたと厚生労働大臣が認めた方に對しては、国の負担により救済給付を行うこととなっています。

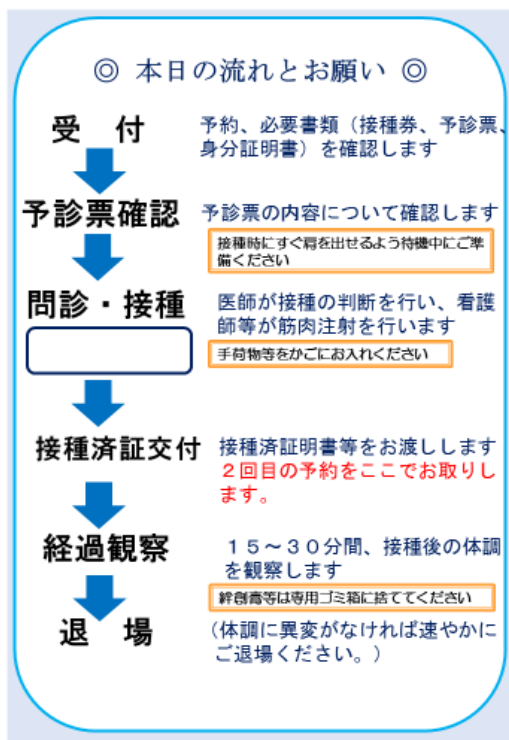
### 副反応発生時の連絡先

厚生労働省新型コロナウイルスワクチンコールセンター  
☎ 0120-761770 09:00～21:00 (土・日・祝含む)  
東京都新型コロナウイルスワクチン副反応相談センター  
☎ 03-6258-5802 24時間対応 (土・日・祝含む)  
埼玉県新型コロナウイルスワクチン接種相談窓口  
☎ 0570-033-226 24時間対応 (土・日・祝含む)  
神奈川県専門相談センター  
☎ 045-285-0719 24時間対応  
千葉県副反応等専門相談窓口  
☎ 03-6412-9326 24時間対応 (土・日・祝含む)

### 接種のながれ

- 1 予診票確認  
・予診票に記入漏れがないか確認します
- 2 予診  
・医師が問診して、接種可能かを判断します  
・接種当日の体調や、医師の指示により、接種が延期や中止になることもございます
- 3 接種  
・看護師・薬剤師が注射します
- 4 証明書交付  
・証明書交付係から接種済み証明書等をお受け取り下さい  
・2週目の予約までご確認ください
- 5 経過観察  
・15分ほど体調の変化を確認します  
※ 過去にアレルギー等を一時的に発熱やアレルギー発症した既往がある人は30分
- 6 帰宅  
・もし副反応があった場合は、4ページ目をご参照ください

# Osaka center



自衛隊大阪大規模接種センター

## 新型コロナウイルス ワクチン接種のご案内



住所：大阪市北区中之島5丁目3番51号  
大阪府立国際会議場（グランキューブ大阪）  
電話：0570-080-770  
0570-060-221 (English)

Download  
from here



Point!

- Leaflets were created and are distributed to users in both the Tokyo and Osaka centers.
- The leaflets provide information such as: what users need to be careful about when they are vaccinated; the vaccination process; what to do if they experience any side-effects; and emergency contact numbers. Users can read the leaflet during waiting times and then take it home.

