

From: US Embassy Tokyo Cruise Ship Quarantine Inquiries <USGShipContact@state.gov>
Sent: Wednesday, February 12, 2020 6:37 PM
To: US Embassy Tokyo Cruise Ship Quarantine Inquiries <USGShipContact@state.gov>
Subject: Message from U.S. Embassy Tokyo, February 12, 2020

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U.S. Embassy Tokyo

MESSAGE TO U.S. CITIZEN DIAMOND PRINCESS PASSENGERS AND CREW

The U.S. Embassy and the Department of State continue to closely monitor the situation and to coordinate with the Government of Japan and with representatives from the cruise line to ensure the well-being and safety of passengers. We have no higher priority than the welfare and safety of U.S. citizens abroad.

The U.S. Centers for Disease Control (CDC) are working closely with Japanese health officials to ensure that the risk of infection is minimized. Per current information from the Government of Japan's Ministry of Health, Labor, and Welfare, after passengers finish their 14-day quarantine period they will be permitted to depart Japan on commercial flights, which are readily available. After the quarantine period is completed successfully, per current CDC guidance, returning citizens will not be subject to additional quarantine upon entry to the United States.

Japan's Ministry of Health Labor and Welfare announced February 12 that an additional 7 U.S. citizens on the Diamond Princess tested positive for coronavirus, bringing the total to 32 U.S. citizen passengers. Embassy consular staff are conducting visits to the hospitalized U.S. citizens and can report that they are receiving excellent care. According public health statistics, of all the confirmed coronavirus cases in Japan, nine have recovered so far.

If you require medical attention or are running low on medication: Please contact the medical center on the ship. For medication requests, please provide the medical center on the ship with the following information: 1) name; 2) age; 3) phone and other contact info; 4) room number; 5) medical condition/reason for taking medication; 6) name of medicine and dosage, and 7) how many doses you still have on hand or the date you ran out of medication. We recommend you notify the medical center as soon as possible to avoid running out. Carnival and Ministry of Health, Labor, and Welfare are working hard to fill prescriptions and deliver medication. The Embassy continues to route requests for urgent medications to Government of Japan and Carnival Cruise officials. If you do not receive the medication you have requested, please notify us, including the above information, by email to USGShipContact@state.gov. When you do receive your medications, please notify us so we can effectively track your case.

If you or a loved one has been taken to a hospital: Please let us know by either sending an email to USGShipContact@state.gov or calling us at (+81) 3-3224-5000 and asking for American Citizen Services. Please provide the U.S. citizen's name, date of birth, passport number, and the name of the hospital (if known). Under the terms of the Privacy Act of 1974,

we may be limited or unable to provide updates without the written permission of the affected U.S. citizen.

For more information on the Coronavirus: For the most up-to-date information and guidance regarding this disease outbreak, U.S. citizens in Japan are advised to consult the World Health Organization ([WHO](#)) and [CDC](#).

For more information on quarantines and cruise ships: Please refer to the Centers for Disease Control, which has published guidance on this issue at <https://www.cdc.gov/quarantine/cruise/management/guidance-cruise-ships-influenza-updated.html>.

Stay Connected: Follow U.S. Embassy Tokyo American Citizen Services on [Twitter](#) and [Facebook](#). Our dedicated U.S. Embassy email address for passengers and family members -- USGShipContact@state.gov. Carnival has established a family assistance hotline in the United States: 1-800-693-7222.

Smart Traveler Enrollment Program (STEP): The Embassy strongly recommends that all U.S. citizens traveling to or residing in Japan enroll in STEP. [For more information on STEP, please click here.](#)

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