



SiChuang Western China Hospital Kidney Transplant Patient Ward

June 7, 2018 09-53-05 (+862885422925)

Content Briefing:

1. Many kidney transplants were done. More than 500 cases last year.
2. We did lots of them this year.
3. Doctors don't have other phones. All use this phone.
4. Doctors are busy now (no time to take the phone call)

Content of phone recording:

Investigator: Hello?

Nurse: Hello, how are you?

Investigator: Is the SiChuang Western China Hospital?

Nurse: Yes. Can you speak up a little? I can't hear you very clearly.

Investigator: I will speak slowly then. I am from YinChuang, NinXia. I have a relative who wants to do kidney transplant. Our doctor Rei, at NinXia Medical University Hospital, recommended us to check out your hospital. He said you are doing a lot of kidney transplant, he said you did more than 500 cases last year. That's why he recommended us to check out your hospital. Is this the case?

Nurse: If you are going to do it, you need to go register on the internet first.

Investigator: Oh, did you say to register online?

Nurse: Yes, it is so. You can register online.

Investigator: Oh, I see.

Nurse: You can use the HuaYiTong APP.

Investigator: HuaYiTong?

Nurse: Hua, yes HuaYiTong. You can do it on Wechat also.

Investigator: I just want to ask something, then I can decide. Do you do a lot of transplants this year?

Nurse: We do a lot.

Investigator: Do you have a lot of patients waiting?

Nurse: A lot.

Investigator: A lot? So there is a queue?

Nurse: Yes need to queue up.

Investigator: So it means you do a lot, then for sure the patients can quickly get the transplant, right? For instance, this year.....

Nurse: It depends, it's arranged by the doctors.

Investigator: Oh, doctors. Is there a doctor's office number?



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Nurse: No, no office number for the doctors other than this one.

Investigator: Can you have a doctor to take this call?

Nurse: the doctors are all busy now, OK?