



Investigation Respondent: Nurse with the Liver Ward of the Transplantation Department of Tongji Hospital Affiliated to Huazhong University of Science and Technology

Investigation Date: July 14, 2020 (+86- 27-83665223)

Summary:

1. Question: Did you do a lot this year?

Answer: Yes, we did.

2. Question: Ah, roughly how much does the liver surgery cost?

Answer: The cost for liver surgery is 600,000 yuan to say the least.

3. Question: What about the kidney surgery, may I ask?

Answer: The surgery plus hospitalization fee is 400,000 yuan.

4. Question: Oh, the surgery costs 400,000 yuan. And this is normal. If in the later stage, there are some very special circumstances, then there will be additional charges, right?

5. There seems to be a shortage of beds for the time being.

6. Question: How many cases has your hospital done in one...one year, that is, this year? I mean the liver surgeries?

Answer: About this, telephone consultations are not allowed. If you have any questions... you can just go to the outpatient clinic for consultation. Telephone consultations are not allowed and I do surgeries every day.

Recording Content:

Nurse: Hello,...ward!

Investigator: Hello, are you the transplantation department of Tongji Hospital of Huazhong University of Science and Technology?

Nurse: Yes.

Investigator: Uh...uh, do you have a doctor here now? I would like to ask some questions, okay?

Nurse: Well...you go to the outpatient clinic for consultation.

Investigator: Ha...go to the outpatient clinic for consultation. This is my situation, I...I am...calling from Thailand. I have some patients here who want to go to Wuhan for surgery, so I want to get some information.

Nurse: We do not take foreigners.

Investigator: Oh, you don't take foreigners, but... but... but they all have Chinese status, I just..., so they should be viewed as Chinese, then... then... they are not really Thai... they don't count as Thai, since they don't have Thai nationality, they are also Chinese, is that okay?

Nurse: That's what you said, but you don't have any proof, such as their ID cards.

Investigator: They all have their ID cards, yes, and they will take them back with them.

Nurse: Uh... We accept the CT scans done within two weeks overseas, and the other nucleic acids and antibodies tests must be done by our hospital.



Investigator: Oh..., I understand. Then... I would like to ask you, approximately how long do we need to wait for something like this..., uh, we happen to need two liver surgeries and two kidney surgeries, how long do we need to wait? ah?

Nurse: I'm not sure about that. That's why you need to go to the clinic and you need to fill out a registration form if you want to see a professor. All relevant check up items must be provided.

Investigator: Ah... I wanted to know if your hospital has done a lot this year?

Nurse: Yes, a lot.

Investigator: Ah...that's great. Um...about the liver surgery, uh, roughly how much does it cost?

Nurse: The cost for liver surgery is 600,000 yuan to say the least.

Investigator: Ah, 600,000 yuan.

Nurse: It cannot be lower than this amount.

Investigator: Oh, I know, um... does this include the cost of the liver... the liver source... that organ of liver? It's all included (right), right?

Nurse: Yes.

Investigator: Oh, um... what about the kidney, may I ask?

Nurse: Kidney... the surgery plus hospitalization fee is 400,000 yuan.

Investigator: Oh, the surgery costs 400,000 yuan. And this is normal, and if in the later stage, there are some very special circumstances, then there will be additional charges, right?

Nurse: Yes...yes.

Investigator: Ah, let me ask you, are there any beds available at your place? If it's possible, we will... uh... can we stay in the hospital?

Nurse: It seems that beds are tight right now.

Investigator: Oh, that's the case, you... your er... beds are relatively tight, so there are a lot of patients?

Nurse: Yes, right.

Investigator: Ah, what about... about uh... skills... I mean, does the team have special... ones that you can recommend to me? Or are they all great?

Nurse: You can check online. All professors have their profiles online. You can sign up to see the professor you think fits you.

Investigator: Oh, that is, when I sign up to see them, I can call them directly, right?

Nurse: That's impossible. You have to download the Tongji Hospital APP to register. Now it's all electronic.

Investigator: Ah, the registration is done online, right?

Nurse: First you have to be in Wuhan, you have to come to Wuhan; if you can't come to Wuhan, there's no way to talk about anything else.

Investigator: Oh? !

Nurse: Telephone consultations are not allowed.



Investigator: That's impossible, right?

Nurse: Right, because this thing varies from case to case, if I... I didn't see ... if the professor didn't see the patient, and he wouldn't know your conditions.

Investigator: Yeah.

Nurse: Telephone consultation is impossible.

Investigator: Yes, I know.

Nurse: The matching room is a matching room. I only...our ward only deals with surgeries.

Investigator: Ah.

Nurse: Our ward will inform me, patients that need surgery are all here. As for your pre-operative examination, to see if you are fit for surgery-- there are many things to be checked when the patient comes. It's not like you will receive surgery as soon as you come.

Investigator: I understand.

Nurse: After you pass the test, you will need to get matched. After matching, you can receive surgery only if your blood type is matched. How will I know when the matching blood type will be available? These are all out of my control.

Investigator: That means that patients will be waiting there after the matching is completed, right? They will all be queuing up online, right?

Nurse: Yes. Yes, they are all waiting in line there.

Investigator: How many cases has your hospital done in one...one year, that is, this year? I mean the liver surgeries?

Nurse: About this, no telephone consultations are allowed. If you have any questions... you can just go to the outpatient clinic for consultation.

Investigator: Oh, yes...yes, then I can call the outpatient clinic to..

Nurse: Sorry.

Investigator: Oh, then... I am going to call the outpatient clinic to talk to the professor, right?

Nurse: Talking to the professor, you can give it a try. Most likely, he won't talk to you.

Investigator: Why...why can't I get information on the phone?

Nurse: Telephone consultations are not allowed. If all patients call for consultation, what will happen to our work phones? It's the ward here. I have to take surgery patients every day, and other doctors will have to do this and that, and they come to inspect, etc.

Investigator: Ah, I understand.

Nurse: Either you go to the ward to see the outpatient clinic yourself, or you can use the APP to inquire online.

Investigator: Ah, download APP to inquire online.

Nurse: Okay. That's it.