



Investigation Respondent: Customer Service and kidney transplant doctor of Shanghai United Family Hospital

Investigation Date: July 27, 2020 (+86-21 2216 3900)

Summary

1. You can ask doctors from Renji (Hospital) to do it, and it will be even faster than in Renji (Hospital).
2. I have never done it before and want to start it, but I don't have the qualifications.
3. The price is more expensive than public hospitals.
4. We have a green channel with Renji (Hospital).
5. We are a foreign-funded private hospital.

Investigation Recording

Customer Service: Hello, United Family Customer Service.

Investigator: Hello! Well, I heard from your friends that you are a large foreign-funded hospital, is that right?

Customer Service: Right.

Investigator: OK.

Customer Service: **We are a foreign-funded private hospital.**

Investigator: Oh, a private hospital, isn't it so? This is what I need, I want to ask, my brother wants to have a kidney transplant, do you do it there?

Customer Service: Kidney transplant, surgery, right?

Investigator: Ah, yes.

Customer Service: We have all kinds of surgeries here, and specifically it depends on you...what kind of surgery you need, that will be up to the doctor to decide.

Investigator: Ah... over there at you place... uh, **you can do kidney transplant surgery, right?**

Customer service: **Yeah, that's right.**

Investigator: Yes, do you do a lot there? Such as kidney transplant?

Customer Service: Well, there are a lot!

Investigator: Can you recommend a doctor to me? Is it possible?

Customer Service: We don't recommend doctors here. I can only say that if you want to... uh... yes, if you want to find a doctor, you can first read the information on our official website. Uh, if you feel that a doctor is more suitable, you can first come to make an appointment to see this doctor, for his service.

Investigator: There is...an official website, right?

Customer Service: Yes, yes, Shanghai United Family Hospital, yes.

Investigator: Oh.



Customer Service: We have... **There are two hospitals in Shanghai, one is on Pingtang Road in Puxi, and the other is in Pudong**, Xincheng United Family Hospital, so you can choose the one closer to your home. It's more convenient.

Investigator: About these two hospitals, do they...**do you both perform kidney transplants?**

Customer Service: **Uh, yes.**

Investigator: Both will do, right? Then I... I would like to ask if you have many hospital beds there? Because the waiting time is the most critical.

Customer Service: Yes. Here... how should I put it, **as long as you make an appointment, the waiting time is basically very short.**

Investigator: Well, roughly speaking, can it be done in one or two weeks?

Customer Service: Uh, please wait a moment. How about I transfer you to the surgery department? So you can inquire about details.

... ..

Doctor: Hi, hello!

Investigator: Hello! Is this Shanghai United Family Hospital?

Doctor: Yes.

Investigator: Hello, it's like this. My...my brother wants to have a kidney transplant. Can you do it there?

Doctor: Well... it's like this, because we... indeed haven't carried out it here, but because our urology doctors are all from the team in Renji Hospital, so I have to verify with them whether this can be done...this operation, uh...you have gone to other hospitals already, haven't you?

Investigator: Yes...uh, yes, I am in Jiangsu, Yancheng, yes, I did (diagnosis) in a hospital, yes, yes.

Doctor: Oh, I see. Uh, if it is done here, it seems like it must be done here, because their team is... the best. Normally, if you go to a public hospital yourself, you may also... uh, queue up or whatever, it will be quite complicated. But uh... let's do this, I... I'll take your cell phone number first, and then I'll ask the doctor to verify it, and then see if it's okay. If okay, you can come over to the clinic, and then talk to the doctor on site about the specifics, okay?

Investigator: Okay, just...it's my brother who needs it. When the time comes, I...will tell my brother later, and let my brother give you his cell phone, OK?

Doctor: OK, OK.

Investigator: Good, good.

Doctor: Then now... you now... you don't provide your cell phone number, right? You will call us later and tell us, right?

Investigator: Later on, my brother will call you. So if he does it here, it will be even faster, right?

Doctor: **It will definitely be faster than public hospitals.**

Investigator: Oh, I see, then...that means hospitalization will be at your place too, right?

Doctor: Yes, yes.



Investigator: OK, please tell me roughly how much it will cost, and I'll tell my brother.

Doctor: This... because the doctor has not had a plan or any specifics. I can't tell you how much it will cost. That's it.

Investigator: Oh...oh... that's uh...then roughly at your (hospital)...

Doctor: Uh, but the price... uh... **the price is definitely more expensive than in public hospitals.**

Investigator: Well, it's not a problem to be more expensive than a public hospital. Well, that's okay, because our family is doing business. Well... then I... I just want to ask, for the fast ones... I mean, can you normally do it within a month?

Doctor: Well... we can arrange regular surgeries as soon as possible, but as for this kidney transplant surgery, I... I don't know the details, but I need to verify with the doctor.

Investigator: So, uh... then you... do you, uh, United Family Hospital do a lot of (transplants) too? Or more are done at Renji (Hospital)? Because he needs post-surgery care.

Doctor: Yes, yes, so... I still need to verify with the doctor whether he can carry it out here, or not, so...

Investigator: Oh, you haven't done it before, have you?

Doctor: **Right, right, right, we have never done kidney transplant here before.**

Investigator: Oh...I see. Actually, you have never done it before, but if you want to do it, you will invite outside doctors to come to your (hospital) to do it, won't you?

Doctor: Yes.

Investigator: Oh... I see, uh, then... then why are you faster than them? Because we do care about this.

Doctor: Well... because we have... **we have VIP, that is the green channel with them.**

Investigator: Oh, green channel? Green channel? Yes, it's good to be fast, uh, will you look for the organs or they will look for them?

Doctor: Yes, so I also need to ask about this. I...I can't give you the answer right now.

Investigator: Oh, so... then have you ever done this before?

Doctor: I don't know, **I said we haven't done it before.**

Investigator: Oh, I see, I see, okay, okay, then I'll discuss it with my brother.

Doctor: Okay.

Investigator: Because I heard that you are a Sino-foreign joint venture, and you know that Sino-foreign joint ventures are generally trusted by people, so I think... the conditions would be better and warmer and more friendly, because our family...

Doctor: We are...it is true...the service and the environment in all aspects will be better, but as for the aspect you mentioned, because we were famous for doing uh... obstetrics and gynecology before, and then are now developing surgery and other operations, then I... the question you mentioned, I... still need to verify with our doctors before I can give you an answer.

Investigator: Well, uh, I see, so you want to develop in this direction... right? Uh, right?



Doctor: Right.

Investigator: Because I..., I mean, because I care very much about my brother, I also know, as they say, qualifications are needed to do this surgery, right?

Doctor: Yes, (the doctors) need to be qualified and have a certificate. Yes, that's true.

Investigator: Oh, if one wants to do it in your hospital, then... no... there are no qualification issues, because you invite outside doctors to do it, right?

Doctor: **So I can't answer you in my position. I also need to ask if it is possible**, right.

Investigator: Well, **it means that you want to develop it but haven't done it yet, right?** Because I...the reason I want to confirm...

Doctor: **Yes, yes**, because in our (hospital)..., right, right, right...

Investigator: OK, I... I'll talk to my brother later on.

Doctor: Ah, okay.

Investigator: Thank you, thank you.

Doctor: You are welcome.

Investigator: OK, bye!

Doctor: OK, bye!