



Investigation Respondent: Oriental Hepatobiliary Surgery Department, Third Affiliated Hospital of Naval Medical University

Investigation Date: August 4, 2020 (+86-21-65564166)

Summary

1. There are patients coming from abroad, your situation is not bad.
2. Register to see Director Yang, Yang Jiamei.
3. Try to ask for the private contact information of the doctor. We are unable to reach him.
4. I can't tell you because we have phone recording here.

Investigation Recording

Operator: Hello?

Investigator: Hey, hello!

Operator: Hello?

Investigator: Hello, excuse me, since my family member wants to go to your place for a liver transplant. After we register, do we have to wait in line first? How long do we need to wait?

Operator: You will definitely need to wait, but there is no real-time data on how long it will take.

Investigator: Because I see that your director is doing a very good job.

Operator: Well, you can register directly. Go to that doctor directly. For example, if you want to see a doctor, then you call the outpatient clinic tomorrow morning for consultation and give them the name of the doctor.

Investigator: I know his condition, so I just want to ask about it, and if possible, I will take the patient there, because he lives far away, and it takes...at least seven or eight hours by car. In this case, you go...

Operator: That's not bad. **There are patients coming from abroad.** Your situation is not bad.

Investigator: Then I just register to... if I register, I will pick... pick **Yang Jiamei, He is Yang... Director Yang, he is the authority (in transplant).**

Operator: Well...then you can do it this way: you can tell this doctor's name to the outpatient consultation tomorrow, right? Ask what day of the week this doctor comes for consultation?

Investigator: How many people are waiting in line for liver sources now?

Operator: I don't know. These are all internal lines, not outside lines. And we can only transfer you to the nursing station. **Try to ask for the doctor's private contact information, because you will definitely not be able to find a doctor through us.**

Investigator: Right.

Operator: **We are on duty 24 hours a day** and there is no... no interruption.

Investigator: Ah, you can't be on duty 24 hours a day, can you?



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Operator: No.

Investigator: Oh, so you change shift after 12 hours?

Operator: **Sorry, I can't tell you this, because we have a phone recording here.**

Investigator: Ah, okay, okay, thank you, thank you.

Operator: OK...

Investigator: OK, thank you!