



Investigation Respondent: Nurse with Liver Transplant Surgery, Organ Transplantation Department, Qilu Hospital

Investigation Date: August 19, 2020 (+86 53182166691)

Summary

1. This is Liver Transplant Surgery, and the doctors are not here right now.
2. Question: Is it Director Hu Sanyuan shown on the web page?
Answer: No, it's Zhu Min.
3. Question: How long do we have to wait for liver transplant?
Answer: You have to ask the doctor about this. I can't tell you, you know? Ask the teacher at the nurse station.
4. Question: If we go to your hospital for transplant, will we be admitted? Are there hospital beds available?
Answer: You probably won't, there are already many patients waiting.

Recording Content:

Investigator: Hi, hello. Is that the Hepatobiliary Ward of the General Surgery Department of Qilu Hospital?

Nurse: This is the liver transplant surgery department.

Investigator: Yes, this is where I wanted to call. I want to ask you, if we go to your hospital for liver transplant, how do we go about it? Is it like, we don't need to take the patient over first, just make a phone call for an appointment, and when a surgery is arranged, then we take the patient over? Or what?

Nurse: Well, the doctors are not here now. You call after eight o'clock tomorrow.

Investigator: Okay. Let me ask, who will be there tomorrow? Which doctor should I go to? Director?

Nurse: Well, you can ask for the director.

Investigator: Who is this director? I saw the introduction on the web page. Is it Director Hu? Is it Hu Sanyuan?

Nurse: No, it's **Zhu Min**.

Investigator: Zhu Min! Is it a woman?

Nurse: **Male, Zhu Min**.

Investigator: Which min?

Nurse: Min as in Renmin (people).

Investigator: Oh ~ Zhu Min, he will be there tomorrow, won't he?

Nurse: Yeah~ he is usually in shift changing around 8 o'clock in the morning.

Investigator: He will be there when the shift changes in the morning. Just ask for Director Zhu. Director Zhu will be the one to do the surgery, right? Then just tell him our situation directly, right?

Investigator: OK, is there anyone doing liver transplantation here? Anyone? Will it be fast?



Nurse: Yes, there are.

Investigator: How long do we need to wait to have it done?

Nurse: I am unable to tell you that. You call tomorrow morning and the person on duty will let you know.

Investigator: OK. Approximately how long? Because I will tell my family, that you can do it. And...and then...just ask for Director Zhu, right?

Nurse: Yes.

Investigator: May I ask you another question? That is, how much money should I prepare? How much money do we need to prepare for the general process?

Nurse: **You have to ask the doctor about this.** I can't tell you, you know? **Ask the teacher at the nurse station.**

Investigator: Oh~ I see. Have you ever heard how much it costs for the complete process? Because it must be a lot of money. We have to think about it...

Nurse: You can only ask the doctor about this...

Investigator: I see that...I didn't find Dr. Zhu on your website. What are you... are you liver transplantation division? Are you organ transplant division or what?

Nurse: **Organ Transplantation Division.**

Investigator: Organ Transplantation Division. Oh~ I didn't find that web page. Oh~ OK, I'll call for Zhu Min tomorrow... If we want to go to the hospital directly, will we be admitted? Are there any hospital beds available?

Nurse: You probably won't. **There are already many patients waiting.**

Investigator: Eh...how many beds do you have? Are there so many people waiting for transplants?

Nurse: Can you call at 8 o'clock tomorrow morning? I'm busy right now.

Investigator: OK, thank you. Goodbye.