



## Investigation Respondent: Nurse with Lingnan Hospital, Affiliated Hospital of Sun Yat-sen University

Investigation Date: August 20, 2020 (+86 2082179000)

### Summary

1. Question: Is there a shortage of beds? That is, are there many liver transplant patients? Answer: Yes, there are.
2. There are Liver Unit I and Unit II.
3. We do liver transplant. Every surgeon, the ones at director level are all very good.
4. The price can be calculated only after looking at whether there are any complications after the operation. Everyone's situation is different.
5. The doctors here at our Liver Transplant are all doing surgeries.
6. Only us, Lingnan Hospital, is doing transplantation.
7. The professors here are all doing surgeries.
8. There's no question of who's better and who's worse here, every doctor is doing transplantation.

### Investigation Recording

Operator: Hello! Switchboard.

Investigator: Hello! It's Lingnan Hospital, affiliated Hospital of Sun Yat-sen University, right? I want to talk to Director Wang Genshu. How can I reach him? Would you mind making a transfer for me?

Operator: I'll transfer you to our service desk, Okay?

Investigator: He is doing...he is with the Transplant Department. You could transfer me to the Transplant Department directly.

Operator: Transplant Department?

Investigator: Right, Transplant Department, liver transplant.

Operator: Organ transplant?

Investigator: Right, right, right.

Operator: If you want organ transplant...what organ transplant do you want?

Investigator: So, so organ transplant...

Operator: Liver transplant? Or what?

Investigator: Right.

Operator: I will transfer you to our liver transplant unit and you talk to them, okay?

Investigator: Okay, thanks!

Operator: ...



Investigator: Which unit is it?

Operator: I'll find you a unit first. Just a second.

Investigator: Okay, thanks!

Operator: It will be liver surgery. Just a second.

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Female nurse: Hello, whom do you want to talk to?

Investigator: Hello! I'd like to know how I could find Director Wang Genshu.

Female nurse: He's not here. He's in Tianhe.

Investigator: He's in Tianhe?

Female nurse: Right.

Investigator: Is Tianhe a hospital?

Female nurse: Excuse me?

Investigator: Is Tianhe your hospital?

Female: It sure is our hospital!

Investigator: So Tianhe...I have no idea how your hospital is structured. You have an affiliate? Or what?

Female nurse: We are the affiliate here. This is the Luogang branch, and Tianhe is the main hospital.

Investigator: Oh, so would you mind giving me a phone number? I need to talk to him for an urgent matter.

Female nurse: You could call their general line for it. I don't know his phone number.

Investigator: Ah, so this general line can make the transfer, right?

Female nurse: Right. You try to find him over there.

Investigator: What is the formal name of the branch at Tianhe?

Female nurse: Actually I don't know which department he is in either, because there are liver Unit I and Unit II.

Investigator: Ah, okay. I'd like to ask you something. This Director Wang, Professor Wang, is he doing the most of liver transplant? Is he the best?

Female nurse: This...we are liver transplant...all doctors, the ones at director level are all very good.

Investigator: If I sign up to the waiting list, how long do I have to wait? Will it get done within one month?

Female: Not certain. It all depends. Depending on the assessment.

Investigator: Ah, and how much will it cost for a liver transplant? Is there a price? How much will it be?

Female nurse: There's no...there's no specific price. It depends on whether or not the patient has any complications after the surgery. The price will be calculated only then. There will be an approximate price.

Investigator: Ah, so each patient is different, right?

Female nurse: Everyone's situation is different.



Investigator: Ah, ah, thank you! Is there a shortage of beds, may I ask? That is, are there many liver transplant patients?

Female nurse: Yes, there are.

Investigator: So if we go, for instance, let's say, if our tests are all okay, the doctor will directly arrange a bed for us, right?

Female nurse: If you want to be admitted, you need to see a doctor at the clinic. You will have to see what suggestion he'd make for you. Whether you should be hospitalized or wait at home.

Investigator: Among liver transplant doctors, besides Mr. Wang, Professor Wang, who else are also doing it?

Female nurse: The doctors here at our Liver Transplant Department are all doing surgeries. You just make an appointment with our Liver Transplant Department. You may ask them. Make an appointment with the clinic and ask them.

Investigator: That is to say, there is no liver transplant in Lingnan. It's done only in Tianhe, right?

Female nurse: It's in our Lingnan here where transplant is done.

Investigator: Ah, transplant is done here in Lingnan. I am sorry, I didn't know that. Then why did you tell me to reach out to Tianhe?

Female nurse: She (operator) probably just asked you to talk to that professor.

Investigator: Ah, then I think...if I don't try to find him, it's also a good thing that I got to talk to you on the phone. So can you give me some information? I feel fine making appointment with you here. You do liver transplant here, right? You recommend a doctor, I'll make an appointment to see him on a day of the week.

Female nurse: You could...we...you can find our clinic account online, Liver Surgery of Organ Transplant Department. Auntie, the professors here are all doing surgeries. Auntie, auntie, why don't you search for those transplant doctors of our department on our hospital's official website. Right, our...our hospital's official website has the transplant doctors of our department. You could take a look.

Investigator: Ah, okay. You are so patient, thank you! I have one more question. Is this Wang Genshu the best, for now?

Female nurse: Auntie, there is no "the best" here, they all do transplant surgeries.

Investigator: Ah, ah, but if it's like finding a needle in a haystack, that would be...this is the first time I experience this, so I don't really know. When it comes to doing transplant...

Female nurse: Our doctors here are all very good, and that's a fact. If you need information on liver transplant, you go to the official website first. If you are not sure, you can make your decision about scheduling appointment or what not after you look at our website. If you have done nucleic acid tests, you can do it.

Investigator: Ah, okay. So if we go now...

Female nurse: You may check it out online, make a search there.

Investigator: Thanks! Bye!



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