



Investigation Target: Nurse with Kidney Transplant Ward, Shanghai Renji Hospital (West Section)

Investigation Date: August 26, 2020 (+86 21-5875234)

Summary

1. We are full now, the ward is full.
2. We are transplant ward here and we only accept kidney transplant patients.
3. Question: Do you have kidney transplant operations every day? Do you have new patients every day?
Answer: I can't tell you this. I can't tell you this on the phone. The doctor will talk to you in details.

Recording Content

Operator: Hello. Please speak.

Investigator: Yeah. Hello, is this Shanghai Renji Hospital?

Operator: Yes.

1.1 Investigator: Can you transfer me to Kidney Transplant Ward?

Operator: What ward?

Investigator: Kidney Transplant Ward.

Operator: Kidney Transplant, right?

Operator: Yes. Thanks!

Operator: East Section or West Section?

Investigator: West Section.

(Ringing)

Nurse: Hello, this is Kidney Transplant.

Investigator: Hello, may I ask, are you Kidney Transplant Inpatient Ward of Renji Hospital? West Section, right?

Nurse: Yes. Who is this?

Investigator: Hello. I live in suburbs. My family member wants to have the kidney transplant operation.

Nurse: You must go to see the doctor if you have any questions.

Investigator: I know I need to go to the clinic. I wanted to ask a few simple questions first, and will later take the patient there, because it is not very convenient for me.

Nurse: You just register on the official account and go to the clinic, and for specifics, follow the doctor's arrangement.

Investigator: I just wanted to ask, are there many people waiting in line now.

Nurse: You should ask the doctor. Didn't I tell you that? This is the nurse station here, and I don't know it.

Investigator: So you are the nurse, and this is the ward. You should know if there are many kidney transplant patients, the patients who have had the surgery, right?

Nurse: We are full now, the ward is full.

Investigator: The ward is full. Are they all kidney transplant patients, the patients who have had kidney transplant?

Nurse: We are Kidney Transplant Ward and we only accept kidney transplant patients.

Investigator: Oh, it is all full now.

Nurse: Yes.

Investigator: Let's say, if my family patient goes there, he won't be admitted into the hospital, is that right?

Nurse: Whether or not he can be admitted, you have to ask the doctor. I am unable to tell you that.

Investigator: I understand. I appreciate you letting me know. Do you have kidney transplants every day? Do you have new patients every day?

Nurse: I can't tell you this, I can't tell you this on the phone.



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Investigator: If the doctors are doing it every day, their skills must be quite good, right?

Nurse: I am unable to tell you that. You should go to the clinic and see the doctor, and the doctor will talk to you in details. Or you can inquire about it online.

Investigator: I have already checked online. That's why I made this call and asked.

Nurse: You can go to check on the official account, alright? Goodbye.