



Investigation respondent: Nurse with the Office of Doctors for Liver Transplant at Beijing Friendship Hospital

Investigation date: August 30, 2020 (+86 10-80838162)

Summary

1. Monday to Friday, morning and afternoon, you can see Director Zhu or Director Sun, either will do.
2. We now perform liver transplants every week.
3. There are many people queuing up.
4. Normally, if there is no pandemic, there would be about 200 cases a year.

Investigation recording

Nurse: Hello! How are you.

Investigator: Hello, are you the liver transplant office?

Nurse: Yes.

Investigator: I wanted to know how to get to your place? How do I get in line first upon arrival?

Nurse: You can go to the outpatient clinic to make an appointment first. The outpatient clinic will assign numbers to see the liver transplant specialist, which should be available from Monday to Friday, morning and afternoon. Then **ask the director to check** and arrange it for you.

Investigator: Which director should I see? To see Director Zhu (Either will do). Is Director Zhu available?

Nurse: Yes, both are fine. **To see Director Zhu or Director Sun, and then (You want to see Director Zhu, right?) Well, both are fine.**

Investigator: Then I would like to ask, if I go there, how long do I need to wait in line at the fastest?

Nurse: I'm not sure about the specific situation. You need to ask the director after you get to the outpatient clinic, because everyone's condition is different.

Investigator: Did you do a lot in one year? I meant to say, because the more we have done, the better techniques we have, do we have liver transplant patients every week?

Nurse: Yes, every week.

Investigator: Then, right now, are there many people waiting in line?

Nurse: There are many, like I said, it depends on the patient's condition!

Investigator: Ah, will the beds be tight after I get there?

Nurse: You have to stay in line first, and then if you need to come in, you will be asked to come in any time a bed becomes available.



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Investigator: I'm a bit fussy, but how many we now, how many we are now, how many cases has our hospital done this year?

Nurse: There's this pandemic this year, please go to the outpatient clinic and ask the director about the specific situation! I'm not too sure.

Investigator: What about roughly?

Nurse: **Normally, if there was no pandemic, there would be about 200 cases a year.**

Investigator: More than 200 cases of liver transplantation. Oh, that's Okay (Right),

Nurse: For specifics, you still have to go to the outpatient clinic, that is, you have to see someone who will ask about your condition before a decision can be made. Okay! I am unable to tell you clearly just by phone.

Investigator: Then I thank you, thank you!

Nurse: No problem, um, okay.