



## Investigation Respondent: Person on Duty in Organ Donation Office of Zhejiang Provincial Red Cross Society

**Investigation Date:** September 1, 2020 (+86- 57185043999)

### Summary

- 1 Organ distribution is made through hospital system instead of the Red Cross Society.
- 2 We act as witnesses. It is the coordinator from the hospital who will go find and communicate with organ donors.
- 3 You family members will never know how organs are found and donated. We don't know, either. And we don't know what kind of accident it is and when organs are available.
- 4 Last year we probably had more than two hundreds donations.

### Investigation Recording

Red Cross: Hello?

Investigator: Hello! This is Zhe...this is Zhejiang Provincial Red Cross Society's Organ Donation Office, right?

Red Cross: Yes.

Investigator: Hello. I'd like to ask you something, that is, one of my family members would like to do liver transplant in Zhejiang. But the doctor said we need to wait for the organ distribution from the Red Cross. I wanted to ask you how we can get liver donor faster?

Red Cross: They were wrong. Organ distribution is done through hospital system, not the Red Cross.

Investigator: But they said that because many hospitals in Zhejiang Province can do liver transplant operations (Red Cross: Yes.) so if there are donors, it is the Red Cross that'll make the decision.

Red Cross: How Come!

Investigator: Ah, so they asked me to...they said they couldn't decide, they couldn't decide how long it would take. When the donors become available, the Red Cross will have to...it's like those from car accidents or death row prisoners used in the past, none of them can be used until you have agreed.

Red Cross: We stopped using that long time ago. We stopped using those from death row prisoners long time ago! The government regulations prohibite using them.

Investigator: But those from traffic accident victims...if their blood types match with patients' and they would like to make donations, won't they have to go through your approval?

Red Cross: We act as witnesses. It is the coordinator from the hospital who will go find and communicate with organ donors. I don't know which hospital you asked, but what they told you was totally wrong.

Investigator: I asked...I asked a hospital in Ningbo, and it said it is the Red Cross that makes distributions. What you were saying is a traffic accident, or a hospital...

Red Cross: How could it be possible that we make distributions! There is only one channel for the organ donation distribution in China. There is a distribution system in the National Health Commission.



Investigator: Oh, that's automatic...that is, for example, if a traffic accident occurred, and the victims' blood type is matched with the patient's, who is to decide the organ recipient? For instance, should it be given to Ningbo or Hangzhou?

Red Cross: It is controlled by the specialized system, sister, it is controlled by the system. It is automatically matched, and is not controlled by us humans. Understand?

Investigator: How do you find donors? That is, how do you find them in a certain place?

Red Cross: As to how the donors are to be found, it is through donation. You family members will never know it. And we don't know it, either. What kind of accident and when the organs become available, we don't know, either.

Investigator: Oh...

Red Cross: If information becomes available, we will work hard on it.

Investigator: Oh, so you were saying we couldn't find the donors that you mentioned, right? Only you...you can find them, right?

Red Cross: We follow double don't-know principle--donors and organ recipients don't know each other.

Investigator: Are there lots of donations now? How long do we have to wait?

Red Cross: We don't know it, either. Sometimes there are as many as five or six donations in one month, and other times there can be as few as none in one month.

Investigator: Oh, so you were saying...you only go through formalities, that is, you only issue certificates, right? Actually, you are unable to find organs, and nor do you assign them, is that right? But how come they told me that...?

Red Cross: But of course, there are also those we find.

Investigator: Oh?

Red Cross: There are ones we find.

Investigator: I just wanted to ask about your situation. Can you get organ assignment in advance?

Red Cross: Then I'll tell you organ distribution is through a system under the Health Commission. You understand now, don't you?

Investigator: Now I know it. It is not up to you. But all organ donors will go through you. Then you...we are waiting in line now. I called the affiliated hospital and they said there are more than three thousand people waiting in line, registered with them. How many organ donors will you handle in a year? There are more than three thousand people in line, and I can't make it.

Red Cross: This is uncertain. In one year we may have...last year we had more than two hundred donations.

Investigator: More than two hundred donations last year.

Red Cross: Yes.

Investigator: Then the chances are really slim. If the patient is not terminally ill, he won't be able even to make it on the waiting list.

Red Cross: I don't know how to answer you, I don't know much about it.



Investigator: Then, about that...if we want to have an organ donation, how much do we have pay? The hospital said the money we pay can't be reimbursed through medicare. Is it you we send the money to?

Red Cross: If you have questions about this, you can ask the hospital. We never get involved in money.

Investigator: Oh, you don't take money. That's right, but they said that the money...

Red Cross: We never take a penny.

Investigator: The liver donor... the liver donor fee can not be reimbursed.

Red Cross: We, the Red Cross here, I am telling you, I've already told you very clearly that we are not handling any recipients.

Investigator: Okay.

Red Cross: So for any questions about the recipients, you need to ask the hospital where you'll do transplant.

Investigator: Okay, that's right. Right now I don't know where I am in the process. Since I want it done a bit fast, with over three thousand people ahead of us, we can't afford to wait. So I am a little worried.

Red Cross: You asked me questions about money, I don't have an answer, because we never get involved in money.

Investigator: Okay, thanks. Then I basically got it. I will ask the hospital. Alright, thank you.

Red Cross: Okay. Bye.