
Investigation Respondent: Nurse at the Kidney Transplant Central Switchboard, Beijing Friendship Hospital Tongzhou Branch

Investigation Date: September 01, 2020 (+86-1080834411)

Summary:

1. Director Sun Wen sees patients at the clinic of our Tongzhou Branch for half a day every Tuesday. Lin Jun is also a director.
2. Here is the number for Xicheng telephone switchboard: 63016616.
3. Make an appointment first. Depending on the condition, the doctor will make a decision, including issuing a hospitalization order. This is the process.
4. Surgeries will not stop during the pandemic; hospitalization can help control the spread.
5. Here in Tongzhou, there is a kidney transplant department, and Xicheng, too, has a kidney transplant department.
6. Here at Friendship Hospital, doctors sitting at the clinic are either directors or specialists. We are the only one that has this service.
7. Director Tang Yawang also attends to the clinic for half a day.
8. Director Jie Zelin, Wang Qiang, Liu Zhi, and Guo Hongbo are all doctors specializing in kidney transplants.

Investigation Recording

Investigator: Is this Beijing Friendship Hospital?

Nurse: Yes.

Investigator: Hey, could you transfer me to the Kidney Transplant Department?

Nurse: Kidney transplant? What's the matter with you?

Investigator: I have kidney failure. It'll be my first visit.

Nurse: You go make an appointment online, make an appointment for our hospital.

Investigator: Which doctor should I make an appointment to see? Would you tell me which doctor I should make an appointment to see, and I will take a note of it?

Nurse: I don't have the information on the doctors. You can check it on Jingyi Tong. Dr. Sun Wen is available there.

Investigator: Oh, is she now... is Sun Wen now still...

Nurse: She... she might not, she might not attend to the clinic here, you know? Sometimes she's over there, at the Friendship Hospital in Xicheng...

Investigator: The main hospital... where is the main hospital?

Nurse: It's here in Tongzhou. Here in Tongzhou, last month she attended to the clinic every Tuesday afternoon.

Investigator: Oh.

Nurse: Yes, Sun Wen attends to the clinic here every Tuesday afternoon. Usually, she might... you can check if she's available in Xicheng.

Investigator: So, this is the Tongzhou branch, and she's also available in Xicheng, right?
Nurse: Yes.

Investigator: Oh.

Nurse: I can give you the number for Xicheng telephone switchboard. How about you asking them about it?

Investigator: Uh, that's good, thank you, please give me that number.

Nurse: 63016616.

Investigator: 63016636, right?

Nurse: It's 6616, 6616.

Investigator: Ah, 63016616, right?

Nurse: Yes, 63016616.

Investigator: Ah, was our Friendship Hospital affected by the pandemic this year? Did the operations continue during the pandemic, or did they just start?

Nurse: It was not affected during the pandemic; the inpatients were not affected, as they were under control. You could only...right now, whatever you say won't help. All you can do now is making an appointment first, and when you have your appointment and see the doctor, based on your condition, the doctor will make a decision and issue a hospitalization order, and you will be admitted into the hospital. That's the process.

Investigator: Ah, okay, and I...on the link there was someone named Director Sun Wen...a chief surgeon, is Sun Wen still there? Oh, Sun Wen is there. Who was the other one, Lin Jun... Director Lin Jun, there's also Director Lin Jun, right? Just now we were talking about Sun Wen, right? Now, there's a Lin Jun.

Nurse: Lin Jun is also here.

Investigator: Ah.

Nurse: Yes, it's also here with us. Just last month, not this month, he sat at the clinic every Monday afternoon.

Investigator: Ah, so they kind of work as guest doctors at each hospital, is that the case?

Nurse: It's not like they work at each hospital as guest doctors. It's just in our Friendship Hospital, they just work in the clinic here every week. They are directors or specialists, and we are the only one that has this service.

Investigator: Ah. So Lin Jun is also a director, and so is Sun Wen. They are...they are from different teams, is that the case?

Nurse: I'm not quite sure. They deal with different types of cases. Lin Jun focuses on pre- and post-operative blood dialysis for kidney transplants, while Sun Wen specializes in kidney transplants and blood dialysis. They have different areas of expertise.

Investigator: Ah, what "tong" did you say? Tell me again.

Nurse: Search for "Jingyi Tong" on WeChat. "Jing" for Beijing, "yi" for doctor, and "tong" for Tongzhou.

Investigator: Oh, Jingyi Tong.

Nurse: Yes.

Investigator: Ah, so I just write "Beijing Jingyi Tong," right?

Nurse: Yes, Jingyi Tong.

Investigator: Ah, Beijing Jingyi Tong, and then click "search," I'll have it, right?

Nurse: Yes.

Investigator: Ah, that is to say...

Nurse: It's a registration platform. When you make an appointment, you have to do it on that platform.

Investigator: Ah, about that, is there... is Director Tang Yawang still there? Is he still doing it? For kidney transplants, he's probably the best, right?

Nurse: Tang Yawang is still here, and he also sits at the clinic for half a day . You can check it on Jingyi Tong. My information is from last month; I'm not very sure about this month. Our schedule for this month hasn't arrived yet, but you can find it on Jingyi Tong, since the last name is provided there.

Investigator: Ah, okay. I just wanted to... to know about all of these doctors. I'll check them out one by one.

Nurse: You can see their last names on Jingyi Tong, and below that, you can see their main areas of expertise. Since I don't have this month's information, what I've told you is from last month, and it might not be accurate. I can only tell you that these doctors exist.

Investigator: Ah, okay. Right now I just want to know about these doctors, then I'll check them out one by one. There is also a Director Guo Hongbo, right? Is he still there? Guo Hongbo.

Nurse: from what I have, he was here last month. I can't say for sure about this month, do you understand?

Investigator: Ah, I understand.

Nurse: Even if I've told you, it's the same.

Investigator: If he's not here, what could be the reason for his absence? Did he move to another hospital...?

Nurse: You have to check that yourself; I don't have that information.

Investigator: Ah.

Nurse: Because this month, there's no outpatient schedule. You have to check... you have to check with Jingyi Tong now to see who's on duty and their areas of expertise; it's all written there.

Investigator: Ah, so it means they don't necessarily come every month, right?

Nurse: Right.

Investigator: Ah, so you mean that Tongzhou has a kidney transplant department, and Xicheng also has a kidney transplant department. Our hospital is quite large, is that the idea?

Nurse: Exactly, we have a kidney transplant department here, and they also have an outpatient department for kidney transplants there. You have to see a doctor first. If you feel you can get an appointment with a specific doctor, you should book with that doctor, but it's not always easy to get an appointment with a specific doctor, do you understand?

Investigator: Right, and what about that, I mean, that...?

Nurse: You can only make an appointment and wait, and for specific questions you have to ask the doctor.

Investigator: Also, there is this Director Xie Zelin, is he still here? Is he still doing it? He's quite good too, I heard. Is that right? Xie Zelin.

Nurse: I don't have him here.

Investigator: Ah, you don't. Then, what about Liu Zhi... Director Liu Zhi...

Nurse: I don't have his information from last month.

Investigator: Ah, what about Liu Zhi? Liu Zhi...

Nurse: For this month... for this month... I don't have that information either.

Investigator: Oh, there's also Wang Qiang, Liu Zhi, and Guo Hongbo, they are all doing kidney transplants. There are so many doctors, I'm thinking...

Nurse: Yes, in that case, you can... you can make an appointment online. You can check who is available here and what each doctor specializes in.

Investigator: Oh,

Nurse: It's all on Jingyi Tong. It'll be fine if you go find it there. Look for a doctor you want to see, and find if there's still a spot, and see if you can have an appointment.

Investigator: Ah, okay. And roughly, how much does it cost? Just roughly, and is it the same price anywhere in Beijing?

Nurse: That depends on your situation; no one can tell you that for sure.

Investigator: Oh, I see.