



Investigation Recording 2020-09-03

Investigation Respondent: Nurse with Liver Transplant Department, HuaZhong University of Science and Technology Affiliated Union Hospital

Investigation Date: September 3, 2020 (+86 45182716963)

Summary

1. Just make an appointment to see Professor Xiong; he is in charge of this area.
2. We cannot decide on the liver source; it is allocated uniformly from the Red Cross.
3. Surgeries have been ongoing during the pandemic.
4. There are many doctors in the transplant team who can perform surgeries.

Investigation Recording

Investigator: Hey, hello! This is the Hepatobiliary Surgery Department of HuaZhong University of Science and Technology Affiliated Union Hospital, right? I am a family member of a patient, and my family member wants to come for a liver transplant. Can you please tell me how to make an appointment? Which doctor should we see? Which director should we consult?

Nurse: Which doctor? Which director?

Investigator: Yes, I need to make an appointment, and which day of the week should I come.

Nurse: Just make an appointment to see Professor Xiong.

Investigator: Oh, Professor Xiong. Also, should I just make an appointment to see him only?

Nurse: Just make an appointment to see Professor Xiong.

Investigator: Oh, okay. If I come for surgery, how long do I have to wait for an appointment? Can I get it within a month?

Nurse: I don't know. I am not sure about this. We cannot decide on the liver source; it is allocated uniformly from the Red Cross. It's not based on queuing.

Investigator: Oh, so during the pandemic, surgeries have been ongoing, right?



Nurse: Yes, we have been working throughout the pandemic.

Investigator: Oh, so Professor Xiong is the best in our hospital at it, right? I just need to make an appointment to see him, right?

Nurse: Oh, he is in charge of this. Because each professor is responsible for a different area, and he specializes in this. As for surgery... many people do it; it's not just one person doing it.

Investigator: Oh, how many teams does our hospital have?

Nurse: How many teams in the hospital? Did you mean transplant...

Investigator: Yes. Your hospital calls them teams, right?

Nurse: Yes~

Investigator: How many teams are there? The more teams, the faster, right?

Nurse: There's only one team! It's just that there are many doctors in the team who can perform surgeries.

Investigator: How many years has Professor Xiong been doing this at our hospital?

Nurse: Many years, I guess. I don't know exactly, but it's definitely longer than me. If you want to inquire about the scope of the transplant, you can call around nine o'clock tomorrow morning. You might catch Professor Xiong and others.

Investigator: Oh, okay. So, who should I call? Which number should I dial? Is it this number?

Nurse: You can try calling and see, you might catch him, but it's not guaranteed. Because tomorrow morning, the doctors will be doing rounds here. Call around nine o'clock tomorrow morning; you might catch him.

Investigator: Ah, okay, I got it. Okay, thank you, goodbye!