



## **Investigation Respondent: Staff at the Human Organ Donation Center of the Red Cross Society of Heilongjiang Province**

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

### **Summary**

1. The only hospital here where you can get a liver transplant is the First Affiliated Hospital of Harbin Medical University.
2. Telephone number of the Organ Donation Office at Medical University First Hospital: 451 53602726.
3. We, the Red Cross, are only responsible for the registration and witnessing of organ donations.
4. I cannot answer that because I cannot access that system, and I don't know about it.
5. Only the First Affiliated Hospital of Harbin Medical University has that information, as they perform these surgeries and know the yearly statistics. They can answer your questions.
6. How many we have in a year, and whether you can get on the list, are all information those people who manage the organ donation distribution system know. They have the data. We cannot access that system. Do you understand?

### **Investigation Recording**

Investigator: Hello!

Red Cross: Hello!

Investigator: This is the contact number for the Organ Donation Office at the Red Cross in Heilongjiang, right?

Red Cross: Yes, where are you calling from?

Investigator: I'm from Qiqihar. My husband was diagnosed with late-stage liver cirrhosis in Hangzhou. We're considering a liver transplant but the hospital said some of the costs cannot be reimbursed over there. They also mentioned the Red Cross handles organ allocation. I wanted to know if we should return to Heilongjiang for the transplant or do it in Hangzhou.

Red Cross: If they raised the issue of reimbursement, I think coming back here may have more coverage, but it is not a sure thing, and it depends on the hospital. The only hospital here where you can get a liver transplant is the First Affiliated Hospital of Harbin Medical University in Heilongjiang.



Investigator: Yeah.

Red Cross: Take note of this phone number: 53602726.

Investigator: What?

Red Cross: 53602726.

Investigator: 53602726. Which area does this number belong to?

Red Cross: It's the Organ Donation Office at Medical University First Hospital, with the area code 0451. You can call them for further information.

Investigator: Can you repeat it? 536027 and what?

Red Cross: 53602726.

Investigator: Um, it's like this, when I asked in Hangzhou, they said it's the Red Cross that decides who gets the organ donor they find, not the hospital. They said, when the Red Cross says there's a donor, it's up to you guys, right?

Red Cross: No, that's not correct. All donors go into a national organ donation distribution system. This distribution system is managed by the National Health Commission.

Investigator: Oh, I see.

Red Cross: We, the Red Cross, are only responsible for the registration and witnessing of organ donations.

Investigator: Oh?

Red Cross: The specific allocation, who it goes to, and how it's allocated, all of that is managed by the National Health Commission's system, which operates through a computer system for unified distribution.

Investigator: Oh, so what you're saying is, if we want it to be faster, whether we do the surgery in Hangzhou or at Harbin Medical University, actually, if we register in that system, it'll take the same time, right?

Red Cross: I cannot answer that because I cannot access that system, and I don't know about it.



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Investigator: Oh. So, since you are certifying it, are there many donations in Heilongjiang? Can we get it done faster if we return; if there's a donor, can it be used within our province first?

Red Cross: I cannot answer that. Because we cannot access that system. Only the First Affiliated Hospital of Harbin Medical University has that information, as they perform these surgeries and know the yearly statistics. They can answer your questions

Investigator: Oh, I see. But don't you handle all organ donations? Don't all organ donors have to go through you? You must know how many there are in a year and whether we can get on the list? Do we get on the list here or in Hangzhou?

Red Cross: How many we have in a year, and whether you can get on the list, are all information the people who manage the organ donation distribution system know. They have the data. We cannot access that system. Do you understand?

Investigator: How many have you handled then, the ones you have handled?

Red Cross: Organ donors don't go through us.

Investigator: Donors don't go through you?

Red Cross: Donors don't go through us. This, we cannot answer. The technical level should be relatively higher in the south.

Investigator: Oh.

Red Cross: Ah, I can only answer you like this.

Investigator: They do more, but they also have more people waiting.

Red Cross: You understand, right? But how many specifically, you need to call Harbin Medical University and let them give you an answer.

Investigator: Oh, and then they'll say ask the Red Cross.

Red Cross: Understand?

Investigator: Because they...all donated organs need paper work from you. So, for example, either a car accident or anything else...

Red Cross: Let me tell you again, emphasize this again.



Investigator: Oh.

Red Cross: In our entire province, only the First Affiliated Hospital of Harbin Medical University performs liver transplant surgeries.

Investigator: Oh.

Red Cross: So, the specifics of how many, how long it takes to get on the list, and the current condition of your spouse, all of this, you need to communicate directly with the First Affiliated Hospital of Harbin Medical University, including registering there. After registration and allocation, they will call you. All of this do not involve us at the Red Cross; it's directly managed by the National Health Commission. Only when there's an organ donation, we verify whether the donor's liver is available and who it goes to, and this is what we do.

Investigator: Right, got it.

Red Cross: Now you know, so, in the early stages, we are not involved. So, you must directly ask the First Affiliated Hospital of Harbin Medical University.

Investigator: Oh.

Red Cross: You understand now?

Investigator: Oh, I've asked, inquired with several hospitals, in Hangzhou, because there are many, quite a few hospitals that do this. And because we were unable to make it on the list, I thought of asking in our hometown if it's possible.

Red Cross: Oh, what's your surname?

Investigator: Oh,

Red Cross: What's your surname?

Investigator: My surname is Han.

Red Cross: Your surname is Han, right?

Investigator: Yes.

Red Cross: You are from Qiqihar, right?



Investigator: Right, I am from Qiqihar. My husband is currently...

Red Cross: What's your phone number?

Investigator: My husband is currently in Hangzhou.

Red Cross: I was asking what your phone number is.

Investigator: What do you need my phone number for? Will you contact me when you have a donor?

Red Cross: If I have information, I will call you. But we need to register your phone number here for follow-up visits. If you don't want to disclose it, that's fine; it's up to you, alright?

Investigator: Oh, let me check the situation first because my mother-in-law's family background is quite special, and for now, I won't say it. Is that okay?

Red Cross: There shouldn't be any problem disclosing your cellphone number, uh...

Investigator: Eh, I don't want... because there will be many medical-related calls and messages, making it hard to distinguish.

Red Cross: This, well, this...

Investigator: Right.

Red Cross: This, we won't input into your system, won't make your phone number public. But it's up to you.

Investigator: Yeah.

Red Cross: But I've already told you the contact information for the First Affiliated Hospital of Harbin Medical University.

Investigator: I'll go and ask the First Affiliated Hospital of Harbin Medical University.

Red Cross: You go and contact them, okay?



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Investigator: Yes, I just wanted to ask to what extent the First Affiliated Hospital of Harbin Medical University can decide. Actually, when you go through the procedures, it's just that you make a record. As to the organ acquisition and whether it can be done, whether the donor can be used, they are not up to you, right?

Red Cross: About this, I can only suggest you go directly and ask the First Affiliated Hospital of Harbin Medical University, contact them, alright? Okay?

Investigator: That's right, but why then did they all say it's the Red Cross that decides? That's why I felt a bit strange. Actually, you don't have...

Red Cross: I cannot give you a direct answer to this question.

Investigator: There's no donation, right? Oh!

Red Cross: There isn't, there is. Alright, you go and call the First Affiliated Hospital of Harbin Medical University; I've already told you the number.

Investigator: Okay, okay. Thank you. Alright, goodbye!

Red Cross: Bye-bye!