



Investigation Respondent: Staff on Duty with Red Cross Society in Xuhui District of Shanghai

Investigation Date: September 23, 2020 (Tel: +86-21-64647403)

Summary:

1. We do not have organs here that can be provided to hospitals for transplant, none for years now.
2. We have body donations here, but not organ donations. Organ donations are all handled by the city red cross society.
3. Many of them are older people, or sick older people. Their organs are in general not to be used, and their bodies are to be used for medical research or teaching.

Telephone Recording:

Red Cross Staff: Hello, how are you?

Investigator: Hello, hi! You are the Red Cross Society of Xuhui District, right?

Red Cross Staff: Ah, yes.

Investigator: Oh, hi! This is my situation. We want to come to Shanghai from our hometown to have a liver transplant for my husband. We talked to a hospital, and it said we need to wait on the waiting list, and whether the donated liver could be assigned to the hospital, that has to go through the Red Cross Society. So I wanted to ask, do you have a lot of donations and can we have this transplant done soon after we arrive?

Red Cross Staff: Oh, if that's what you need, our district red cross doesn't handle this. You need to call Shanghai City Red Cross Society, because organ donations are all handled by our city red cross society.

Investigator: I called the city red cross society yesterday, and they said donated organs are handled nearby, that is, you register at the district office where you belong. Don't you have any? Your district hasn't had any donations?

Red Cross Staff: Oh, we do have body donations here. But organs donations are all handled by the city red cross society. We don't have organ donations here.

Investigator: You were saying that organs...

Red Cross Staff: Ah, you called the city red cross society yesterday? And they told you so?

Investigator: Yes.

Red Cross Staff: Oh, right, we have registration for body donations here.



Investigator: Can't the organs in body donations be used?

Red Cross Staff: Oh, we are handling registrations in the whole district. We are dealing with registration of body donations. And those who registered here with us for body donations are generally older people, or it's some...

Investigator: Oh.

Red Cross Staff: Many of them are older people, or sick older people. Their organs are in general not to be used, and their bodies are to be used for medical research or teaching.

Investigator: Okay, you don't have organs. They are not through you, there's no signed agreement for organ donations. So there are no organs that can be used for transplant surgeries, right?

Red Cross Staff: Correct. We don't have those here.

Investigator: Okay.

Red Cross Staff: The city red cross society has them, they have such business.

Investigator: Then, do you have their phone number?

Red Cross Staff: Yeah, hold on, let me look it up for you.

Investigator: Sure, thank you.

Red Cross Staff: Are you ready to write it down?

Investigator: Yes.

Red Cross Staff: 5212

Investigator: 5212

Red Cross Staff: 1999

Investigator: Okay, three 9s. Is that number for the organ donation office?

Red Cross Staff: It's the hotline for organ donation.

Investigator: Okay, the hotline for organ donations. So, that is to say...let me ask you once more, and that is, at Xuhui District office, you only handle signed forms for body donations, and you have never dealt with organ donations, correct?

Red Cross Staff: Yes.

Investigator: You've never done even one case for so many years?

Red Cross Staff: Correct.



Investigator: Really?

Red Cross Staff: Because we don't have registration service here.

Investigator: Oh.

Red Cross Staff: People usually go to the city red cross society for it.

Investigator: Oh.

Red Cross Staff: Besides, the city red cross society's website has an entry for registration.

Investigator: Okay.

Red Cross Staff: The district office doesn't have this service.

Investigator: Okay, so you don't. I know now.

Red Cross Staff: We can do body donations here, but we can't do organ donations.

Investigator: Okay, I got it.

Red Cross Staff: Alright.

Investigator: Okay, I know it now, thank you! I will inquire further.

Red Cross Staff: Okay, okay, no problem. Bye!