



Investigation Respondent: Staff on Duty at Jiangxi Provincial Red Cross Society

Investigation Date: September 25, 2020 (+86 79186251783)

Summary

1. Organ donations were made after citizens are deceased, not when they are alive. So we cannot be sure. Although we have many volunteers who are willing to donate their organs when they die, we do not know when they will pass away, or when there will be liver supply.
2. Question: Among the successful donations, how many were used clinically? Answer: I am sorry, this I cannot tell you.
3. This year the whole province has over 100 successful donations. But after the donations, whether these livers could be used, or where they have been used, we are not sure. We only witnessed the public benefits of the donation process and their consistency with the donors' wishes, as well as the memorial service afterwards.
4. Question: The hospitals said there are donors fees. Answer: That is between you and the hospitals. We Red Cross Society does not charge any fees. We do not have any contacts with the patients (recipients).
5. Eventually will the donation be successful? Nobody can tell. Only healthy people can register as a donor. But when will they pass away, we cannot track them. We cannot make phone calls and ask if you have passed away, or if you are in that state? So donor registration and successful donation are not necessarily connected.
6. We Chinese have such a special mindset: We do not want to donate organs. I think that's our special mindset.
7. There are few organ donations. It's not that we don't do it. We cannot go and grab the bodies. That is the reality now.
8. Question: The hospitals have their organs channel, but the organs for transplantation all have to go through you. So you know the most, is that right? Isn't that so?

Answer: It is not all like that. Sometimes it's the hospitals that notify us.

Question: Those are organs that they found by themselves. They would also notify you and fill out some forms, right? Is that so?

Answer: You ask me this way, it is really hard for me to answer. I can only say: Our law stipulates that donation of organs from the deceased must go through the Red Cross Society. I can only tell you that.

9. Question: The hospitals have other channels?

Answer: They have other channels or not, I have no control.

Investigation Recording

Staff on Duty: Hello.

Investigator: Hello, hi! So you are Jiangxi Provincial Red Cross Society, aren't you?



Staff on Duty: Yes, hi.

Investigator: Hi. I have a question. I called the provincial hospital about doing liver transplant for my husband. And the hospital said there are not many liver supplies, and that sometimes they can be obtained from the Red Cross Society. So I want to ask, do you have many liver donations? How long do we have to wait to get one?

Staff on Duty: First of all, you must understand that organ donations are done after a citizen is deceased. It is not when the citizen is still alive. You can understand that, right? So we are not sure. Even though we have many volunteers of organ donation, we do not know when there will be liver supply. Isn't that so? We don't know when there will be donors passing away, right? You understand that, right? (Investigator: Ah, I understand.) Then it's my second point, the second point is, we are not responsible for organ dispatching. We are only responsible for witnessing. What does that mean? When there's a patient who wants to donate and reaches a state to donate organs, we will go onsite to witness the whole process. But we are not involved in organs dispatching. Organs dispatching is done by the Health Commission's system. The hospital did not explain clearly to you.

Investigator: So let me ask, did you have many donations this year? How many are there that have been used clinically?

Staff on Duty: I am sorry, this I cannot tell you. Hehe, right.

Investigator: The provincial hospital said a lot have been done.

Staff on Duty: Provincial hospital has done over one hundred this year, as of now. (Investigator: Over 100 this year.) This year over 100 but less than 200. Yes.

Investigator: Used clinically for operations, right?

Staff on Duty: There is no use asking me this. This depends on how the system dispatches.

Investigator: The 100 you mentioned is the number of donations, right? It's not that of those who have deceased, that is, those whose organs can be used were over 100, right?

Staff on Duty: Yes, there were over 100 donations, successful donations. But after the donations, whether the livers can be used, where they were used, we are not sure. We are not responsible for this. We are only responsible for witnessing, witnessing this whole thing. That is to say, how do I put it, its public benefits, whether they are consistent with the donors' intents, just like that. Plus the memorial service afterwards. We have no contacts with the patients.

Investigator: So if the provincial hospital itself, for example someone passed away in the hospital's ICU, if the family agreed, will the donation go through you? Or the hospital can do it by itself?

Staff on Duty: Yes, all organ donations must go through the Red Cross Society.

Investigator: Oh, so the hospital, they too have to call you over, and fill out some forms to witness. (Staff: Right.) Is it like that? So ...

Staff on Duty: Yes, yes. But we do not dispatch, we do not dispatch, right, right.



Investigator: Oh, so if somebody passed away in the ICU of the provincial hospital, for example even though it happens it can be used for us, it still cannot be given to me, whether it can be given to me is still uncertain, is that right?

Staff on Duty: Right. We are not involved in the dispatching. The dispatching details, you can ask the hospital or the Health Commission. Okay?

Investigator: The hospital does dispatching?

Staff on Duty: The hospital does not do dispatching either. The Health Commission's system does the dispatching. But the hospital is involved in this process. We, however, are not involved at all. Do you understand?

Investigator: Then do we need to pay you? That is, if ...

Staff on Duty: No, we do not collect any fees from you. We Red Cross Society does not collect any fees. I said it already, we have no contact with the patients, we have no contacts with the patients.

Investigator: But he said there is a donor's fee, that is, there has to be a fee for our organ supply.

Staff on Duty: That is between you and the hospital. That is between you and the hospital.

Investigator: So it is not given to the Red Cross Society. Is it not given to the donors' families?

Staff on Duty: No no no, we do not charge any fees.

Investigator: You do not charge fees, but the patients don't either?

Staff on Duty: I have said many times, we have no contacts with the patients, the patients who need transplant surgery. (Investigator:Oh) We have no contacts, we only have contact with the donors, donors, and donors' families. That is the case.

Investigator: Then whom do we pay the money to? Where does the money go?

Staff on Duty: I don't know that either. I am not sure. You can, you can ask the hospital, if you ask me, I don't know either. I do not get the money, right?

Investigator: Right, so the donors fee, he said the donors fee, then the donors' family.

Staff on Duty: The donor's fee is not given to the Red Cross Society, right!

Investigator: Then will the donors' family receive it? That is, it is given to them ...

Staff on Duty: That I don't know (Investigator: You don't know either). Because we don't know what happens between the hospital and the family. Right? In any case, I have explained very clearly to you. We only contact the donors' family. We have no contact with the patients, the patients waiting to receive the transplant. There is no such possibility. Yes, if they are willing to donate, they will do it.

Investigator: Let me ask you another question. You just said over a hundred, is that the whole Jiangxi Province? Or is it only Nanchang City?

Staff on Duty: Jiangxi Province.



Investigator: So the statistics for the whole province is over 100? Did you mean that's for the period from last year to now? Or is that the total number ever?

Staff on Duty: Yes, this year (Investigator: This year?). That number would be too few if it were for the whole past. Hehe.

Investigator: Oh, what you showed, for example over a hundred this year, then those who signed up for transplantation, that is, those who agreed to make donations, there should be quite a lot of them, right?

Staff on Duty: There were quite a lot of donations not so long ago. Surely quite a lot. So, but whether the donation will be successful in the end, nobody can say for sure. The donor will fill out the form when he is well alive, right? But when will they pass away, we don't know either. We cannot follow them up. We cannot make phone calls and ask, hi, did you pass away? Or are you in the right state? So these two things are not necessary connected to each other.

Investigator: Right, that doctor said it is too hard to find organs now. The family does not agree. He passed away or is in coma under intensive care, but if the family does not agree on donation, it will not work, even though the tissue matching has been done. we know that.

Staff on Duty: That is for sure. We Chinese are like that. Do you think so too? (Investigator: En) I think this is the reality of the country. Do you agree?

Investigator: It is really hard!

Staff on Duty: It's not that we do not do it. In any case we cannot go and grab the body, right? Hehehehe (Investigator: Right!) We don't know if the family is supportive or not. Hehehe. When a person is about to pass away, he will not call us. Hehe. For sure the family will contact us only after they all agree. (Investigator: Oh) For sure now there is a shortage of donors. (Investigator:En) We have been working hard on promotion, (Investigator: En) and then we hope people will have this sense. (Investigator: En) But the reality, the reality now is just such.

Investigator: I said to a friend, if you talk to a director in a hospital, maybe they have other channels. But forget about the other channel, it is just the organs from judicial system, which they used before.

Staff on Duty: Whether they have any method, or whether they have other channels, I cannot do anything.

Investigator: They said it should be going through you.

Staff on Duty: All I can say is...

Investigator: They said, it has to go through you. They said, contacting you.

Staff on Duty: I can only say it is like this in principle, hehehe.

Investigator: Yes. I mean, their directors, for example, they have channels, but if all organ transplants must go through them, through you, then you should know the best, right? Isn't it the case?

Staff on Duty: It does not work that way (Investigator: No?) Sometimes the hospitals notify us, hehehe.

Investigator: Right, even for the ones they get themselves, they will also notify you and fill out forms and or what, right?



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Staff on Duty: You ask me this way, and it is really hard for me to answer. Because I can only say, our law stipulates that organs donated from deceased bodies must go through the Red Cross Society (Investigator: En), I can only tell you this way.

Investigator: Oh, so you mean there are others that go around the law?

Staff on Duty: Whether there are those or not, I don't mean anything else. All I can tell you is, it is stipulated by the law, that we go there to witness. OK?

Investigator: Then let me talk to the directors in the hospitals. Maybe they have other channels. Let me ask them. OK.

Staff on Duty: Then you go ahead and communicate with the hospitals.

Investigator: Okay, okay. Thank you!