



Investigation Respondent: Liver transplant doctor from the Affiliated Hospital of Guiyang Medical College

Investigation Date: December 2, 2020 (+86-85186774319)

Summary:

1. The teachers in our hospital are all very good at the surgery, they've done a lot of it.
2. Director Zhu is fully in charge.
3. The insurance at the provincial level can be used.
4. The beds for liver transplant patients are a bit short, because there's an increasing number of such transplants.
5. The pandemic is not an issue. The patient will be given Covid-19 test on arrival.

Investigation Recording

Doctor: Hello?

Investigator: Hello, how are you? It's the Affiliated Hospital of Guiyang Medical College, right? I'd like to know if Director Zhu Haitao is available?

Doctor: No, he's not. They're doing a change-of-shift report.

Investigator: Ah, so he...he's now...I have a question. If my family member wants to get a liver transplant, how should I make an appointment to see him?

Doctor: You've had an admission date, haven't you?

Investigator: No, I haven't. It's my friend's recommendation. His family member had a transplant here, it was done many years ago. He suggested we come here for the transplant.

Doctor: The patient needs to schedule an admission date. You can call back around 9 o'clock. They're all busy doing a change-of-shift report now.

Investigator: Okay.

Doctor: Because I'm not on their team.

Investigator: Ah, is this the transplant office?

Doctor: This is the doctors' office.



Investigator: Oh, Zhu Haitao is the best surgeon in your hospital, isn't he?

Doctor: Hold on, let me check whether he is upstairs or downstairs.

Investigator: Sure. Thank you.

Doctor: You can call back later. He works in this office.

Investigator: Ah, so I'll call again later. How long do I have to wait? He's busy now, isn't he?

Doctor: He is still doing a change-of-shift report.

Investigator: He's doing a change-of-shift report. Ah, so Zhu...Director Zhu is the best. How many surgeries can he do a year?

Doctor: About this...anyway he's quite good.

Investigator: Ah, he can do a few hundred per year, right?

Doctor: Ah, about this I don't know, because I'm not on his team.

Investigator: Ah, he is the best in the entire province, isn't he? Your hospital is the best, right?

Doctor: The teachers in our hospital are all very good, because they've a lot, they've all done a lot of it. Their skills are quite good.

Investigator: Ah, Director Zhu is in charge, isn't he?

Doctor: Yes, right.

Investigator: I'll be fine if I schedule an appointment with him, right? Then I'll call back later. Approximately how many minutes should I wait? Approximately how long should I wait before I call again?

Doctor: After 9 o'clock.

Investigator: Ah, I'm in Bijie. You are not affected by the pandemic, aren't you?

Doctor: What?

Investigator: The pandemic. You are not affected by the pandemic, aren't you?

Doctor: Oh, you need to take a COVID-19 test when you come.

Investigator: Ah, we need to take the test.

Doctor: Yes.



Investigator: Okay, got it. The medical insurance is accepted throughout the province, right? It can be used throughout the province, right?

Doctor: Yes.

Investigator: Ah, good. Okay.

Doctor: It can be used, but you need to switch it over.

Investigator: Okay, fine. I'd like to ask now, do you have a lot of liver transplant patients? Do you have enough beds?

Doctor: We're short of beds since many patients are admitted.

Investigator: I am talking about liver transplant patients. Are there many...

Doctor: Correct.

Investigator: There are a lot of liver transplant patients admitted, right?

Doctor: Right. We have more and more transplant patients.

Investigator: Okay, fine. I'll ask Director Zhu later.

Doctor: Okay.

Investigator: Alright, thank you.