



Investigation Respondent: Duty Staff from Organ Donation Office of Guizhou Province Red Cross Society

Investigation Date: December 21,2020 (+86-85182273318)

Summary

We go witness each and every organ donation.

We have had several dozens of donations in the past two years.

What they donate are almost all either the liver or the kidney.

Question: The hospital collected organ fee in the amount of 100,000 rmb yuan to 150,000 rmb yuan, without providing an invoice. Where did the money go?

Answer: I don't know. We are not involved. It's handled by the hospital and Health Commission.

Investigation Recording

Investigator: Hello?

Duty Staff: Hello!

Investigator: Hi, how are you? Is this Guizhou..

Duty Staff: How can I help you?

Investigator: Um, this is the number for Organ Donation Office of Guizhou Province Red Cross Society, right?

Duty Office: Yeah, that's right.

Investigator: Hi, I would like to ask, about organ donations here...about liver donations, are there many of them?

Because we want to find a hospital in Guizhou to get a liver transplant for a family member. If there are many donations, we will have a quick chance and short waiting time.

Duty Staff: Then you must go to the hospital to register. Our Red Cross is only responsible for donations and promotions. The specific implementation is done by the hospital. You just sign up on the hospital's waiting list, and that would be fine.

Investigator: Yes, I asked the hospital, and the doctor said that all organs will be witnessed by the Red Cross.I want to know how many usable organs, that is, the organs that can be used for us, we can get in a year.

Duty Staff: Right.

Investigator: How many donations are there in a year?

Duty Staff: Well, when it comes to donations, there is a sorting and allocation process. The Health Commission manages the specific details. We, the Red Cross, only deal with organ donations. We only promote, promote registration for organ donations, and witness the process of donations. We need to go to witness every case of organ donation that occurs.

Investigator: Sir, I just want to ask, how many cases have you processed or how many cases have you witnessed this year?

Duty Staff: For the ones we've witnessed, we've had several dozen donors in the paste two years.



Investigator: Several dozen? Are these livers or ...?

Duty Staff: Several dozen. It varies; some are livers, and some are kidneys. Each person typically donates either a liver or a kidney.

Investigator: Oh, when you say several dozen cases, you mean several dozen people. But whether it's a liver or a kidney or other organs that can be used is uncertain?

Duty Staff: It depends on their expertise.

Investigator: But these several dozen cases you mentioned, have definitely been witnessed by the Red Cross, right? These are the ones people have agreed to donate, and that have been witnessed, right?

Duty Staff: Yes, that's correct.

Investigator: Then I have another question, that is, because when I inquired at the hospital, they mentioned that a portion of the money is given to the donor, allegedly as organ fees, around 100,000 rmb yuan or so, depending on the situation. Who gets this organ fee?

Duty Staff: I'm not clear about this; we are not clear about this.

Investigator: You mentioned that the organ fee is not given to donor's family, nor the Red Cross; it's between us and the hospital. Why doesn't the hospital provide us with the receipt? They say they don't provide a receipt and the money cannot be reimbursed.

Duty Staff: We don't know about this.

Investigator: Isn't the Red Cross...

Duty Staff: We don't know about this. Whether the hospital charges money or not is the hospital's business. We the Red Cross are not involved in it. The Red Cross is only responsible for checking the willingness of the family, whether they agree to donate, which organ they want to donate, and confirming the legal aspects of the relationship, making sure organ retrievals are done based on the family's donation willingness. Regarding how the hospital conducts the transplant and whether they charge money, that's the hospital's concern. We, at the Red Cross, are not involved in that.

Investigator: Normally, let's say, organ donations are free of charge, so can this part of the fee for us be waived?

Duty Staff: That's not possible. It's a matter for the hospital, and the Health Commission is handling it. It's not something that the Red Cross can get involved in.

Investigator: Who should I ask? Who can clarify this for me? You said I should contact the Health Commission, but which phone number can I call to have my question answered?

Duty Staff: I'm not sure, about that...I am not sure either. Anyway we are...that's how we promote it. As for any expenses incurred during the donation process, the timing, and how it's calculated, we don't even ask about these things.

Investigator: Okay.

Duty Staff: We don't inquire into these things. Because our job is primarily, first, as long as it's donor's wish, as agreed by the deceased...

Investigator: Alright.

Duty Staff: And then confirm which organs will be donated.



Investigator: That's why I have questions about these organ fees, and they are different depending on the hospital. For a liver, it could be 100,000 rmb yuan or 150,000 rmb yuan, they are all different. I find this fee questionable, especially when they don't provide any receipts.

Duty Staff: I'm not sure about this, because whenever it involves money, financial matters, we the Red Cross don't get involved. Firstly, we only deal with voluntary donations. So, we fulfill their wishes, but at the same time, we need to...

Investigator: I think the Red Cross should also take responsibility. Donors have agreed to make free donations, but we as recipients are asked to pay so much money. But the donor's family doesn't get a penny, and neither do you. And, they don't provide a receipt to the recipient.

Investigator: What does organ donation mean?

Duty Staff: We, the Red Cross, can't have our hands on so many things!

Investigator: Alright, I got it now. Thank you. I'll inquire further. Thank you, goodbye.