



Investigation Respondent: Dr. Wang Zhigang, Kidney Transplant, First Affiliated Hospital of Zhengzhou University

Investigation Date: January 1, 2021 (+86-371-66862192)

Summary

1. You go to the nurse's station to reserve a bed, currently, there are no beds available.
2. Feng Guiwen is the Director.
3. No need to make an appointment; you can come directly to the ward on the 19th floor of Building 1.
4. Each year, four hundred, three or four hundred kidney transplants were performed.
5. Take a covid test when the patient arrives at the hospital, and the transplant procedures are not affected by the pandemic.

Investigation Recording

Doctor: Hello?

Investigator: Hello, this is the Organ Transplantation Department at the First Affiliated Hospital of Zhengzhou University, right?

Doctor: Ah, yes, it is.

Investigator: Hi, how are you? I finally reached you. I'd like to ask, my family member wants to undergo a kidney transplant at your hospital. Is it affected by the pandemic now?

Doctor: What do you mean "affected"?

Investigator: I mean, is it affected by the pandemic. Isn't the pandemic everywhere now?

Doctor: Where are you calling from? Where are you?

Investigator: I'm from Xinyang, Shangcheng County in Xinyang.

Doctor: Xinyang, the Xinyang City in Henan, right? Come over for a covid test, and that would be it.

Investigator: Where should I get it done, locally? Or should we have it done when we arrive at your place?



Doctor: Right. Come to the hospital. Come to the hospital, come to the hospital. You come to the hospital, first make an appointment at the outpatient department, make an appointment with our professor at the outpatient department, make an appointment to see our doctor, and then get a hospitalization certificate.

Investigator: So, which clinic? Which doctor should I make an appointment with?

Doctor: This...

(A male doctor takes over the call)

Doctor: Hello! What's up?

Investigator: Hello, how are you?

Doctor: What's the matter?

Investigator: Oh, my family member wants to undergo a kidney transplant at your hospital. Someone recommended I come to your hospital. I just wanted to inquire first.

Doctor: First, you call the nurse station at 66862191 for a bed reservation? If there's a bed available, you can come. Currently, there are no available beds.

Investigator: Reserve a bed at the nurse station? Isn't it the doctor who should arrange that?

Doctor: The nurse station arranges it. Call the nurse station.

Investigator: 66912191, right?

Doctor: No, it's 66862191.

Investigator: Ah, I need to go to the nurse station for the bed reservation?

Doctor: It's your first time here, isn't it?

Investigator: For the first time at your place, we've already done the tissue matching elsewhere, but they said the matching is not valid. We need to come to you for a re-match. Then, I said the matching is...

Doctor: You've done the matching? You've done the matching?

Investigator: I did it a few months ago, but due to some issues, it wasn't completed.

Doctor: What do you mean by "it wasn't completed due to some issues"?

Investigator: The pandemic. The hospital said they wouldn't proceed.



Doctor: Then you only need to bring the report to me.

Investigator: Just bring the report, the test results, and there's no need for another matching? And should I bring the patient as well?

Doctor: It's better to bring him.

Investigator: Better to bring him. And what's your name? I will look for you when I arrive there. What's your name?

Doctor: Oh, look for Dr. Wang, Dr. Wang.

Investigator: Dr. Wang, what's his full name?

Doctor: Wang Zhigang.

Investigator: Wang Zhigang. I...he...because the person who recommended me mentioned a Director Feng who did the procedure for them several years ago.

Doctor: He is the director.

Investigator: Director Feng.

Doctor: Director Feng Guiwen.

Investigator: He did it before, right? Is that Wang Zhigang also a director?

Doctor: He is not. Director Feng Guiwen is.

Investigator: Sorry, I didn't know. I'm not familiar with these things. I've been to Qingdao before, in a large hospital. He mentioned, "Why go so far? Our First Affiliated Hospital of Zhengzhou University does an excellent job." He recommended to me, so I wanted to ask. He did very well then, and he did a lot. So may I ask now, how many kidney transplants can you do each year, how many cases?

Doctor: Four hundred, around three to four hundred cases.

Investigator: You must be very good then. Okay, when I go there, I'll schedule an appointment to see Dr. Wang. And I...

Doctor: No need to make an appointment. Just come directly to the ward.

Investigator: So, that means...I just... Which unit is the ward in?

Doctor: Building 1, 19th floor.



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Investigator: Building 1, 19th floor. Right?

Doctor: Yes.

Investigator: Okay, I got it now. I appreciate your help. So, I can just go directly and don't need to make an appointment with the nurse for a bed reservation, is that right?

Doctor: If you have completed all the examinations, you don't need to reserve a bed. If the examination is not completed, you need to reserve a bed.

Investigator: That is to say, if we've completed all the examinations and don't need to stay in the hospital for tissue matching, that is, if we go to the clinic and you take a look at the data and say they are okay, we can go back home, right?

Doctor: Come to the ward, come to the ward, come to the ward.

Investigator: So it's not affected by the pandemic, that's fantastic! Thanks!