



Investigation Respondent: Nurse with Surgery Ward, Fudan University Zhongshan Hospital

Investigation Date: April 30, 2022 (Tel: +86-21-64041990)

Summary

1. We are business as usual taking liver transplant patients.
2. The clinics for senior specialists are not reopen, but the regular clinic and the clinic for specialists are reopen.
3. Question: It was reported in the news that eight liver transplants were done in April.
Answer: Their arrangements were made earlier, they were made in advance.
4. We didn't stop seeing patients. We are business as usual doing surgeries.
5. You should schedule an appointment with Liver Transplant. You should see a professor, so that clinic for senior specialists...
6. It's our presidents doing it—Zhou Jian and Fan Jia. The other doctors are assistants.
7. The fastest (donor availability) could be one or two days.
8. Advance payment is approximately 400 to 500 thousand rmb yuan.
9. Donor fee is not included in the hospitalization fees. It is paid separately and not to be reimbursed by medical insurance, guess not.
10. Question: The eight surgeries you mentioned were done in your department?
Answer: Ah, no. We have several Hepatobiliary Surgery Departments. We also have several wards. They all can do it.
11. Question: Can we select donors?
Answer: For specifics, you need to talk to the doctor. For this...you need to talk to the doctor.
12. Question: How many transplant surgeries can you do a year?
Answer: More than 300 last year, approximately.

Investigation Recording

Nurse: Hello? (Voice not clear)

Investigator: Hello, please transfer me to the Liver Surgical Department unit.

Nurse: Which unit of the Liver Surgical Department?

Investigator: Any unit is fine.

Nurse: Okay

.....

Investigator: Hello? This is the liver surgery unit, right?

Nurse: Right.



Investigator: Ah, this is why I am calling. I'd like to ask you something, that is, I learned from news that your hospital can do liver transplant. We want to ask if we can go to your regular clinics, and you are business as usual taking patients, is that right?

Nurse: Yes.

Investigator: Oh, what is the situation now? Yesterday, my friend sent me a piece of news saying the Zhongshan Hospital here does liver transplant pretty quickly. I had thought your clinic service has stopped.

Nurse: It's open, but now it's during the May 1st holidays, the clinic service seems to be closed. It should be closed during the three holidays.

Investigator: Ah.

Nurse: You can follow our WeChat account for such information. Check it out (voice not clear here) See our specific open hours. And ...and service at the clinic for senior specialists has not resumed yet...but regular clinic and the clinic for specialists have been reopened.

Investigator: Right, I have seen that...the news said your hospital did 8 liver transplants in April. So I...I just think that ...

Nurse: This...they are all waiting in line. It's not like, they would have their surgeries done when they come to the clinic. They had arranged their appointments beforehand...in other words, they had appointments.

Investigator: Oh, since I...you mean they had stayed in your hospital and then a matched organ became available, so...so they had it done?

Nurse: Eh, that's not always the case. It depends. Some stayed at home, waiting.

Investigator: Oh, that's how it works. Actually we have got onto the waiting list, if...if a matching organ becomes available, we can come to the hospital for liver transplant, is that right? We didn't know...I thought the clinic service had stopped so there was no way to....

Nurse: Ah, you could... we are...we are business as usual doing the surgery.

Investigator: Oh, business as usual doing the surgery. I thought, that lockdown...it's all locked down, and no one is allowed to leave home, and hospitals have all closed. Well, time's wasted.

Nurse: Ah ...

Investigator: How long is the approximate wait time? I see that the Zhongshan Hospital does it pretty quickly. Is it because a donor can be found very quickly?

Nurse: Not necessarily. It depends on the blood type.



Investigator: Then I...right, I just felt it was being done really pretty fast, so I am feeling hopeful. And you said that clinic service would resume on May 1, so when the three day break is over, we can go register, is that right?

Nurse: But I am not sure about the clinic for senior specialists. Anyway, you are good scheduling appointments with regular or specialists clinics.

Investigator: Approximately how many teams of professors and directors are there doing surgeries? Can we schedule an appointment with any doctor or what...?

Nurse: If you are sure you need an appointment with Liver Transplant, you have to see a professor. But since the clinic for senior specialists has not opened yet, you go see a doctor at Liver Surgery first. Whom would you be able to see...I guess it would be hard to find one.

Investigator: Hard to find one. How many doctors are there doing surgeries? I mean, those that can do liver transplant, how many of them? There are many teams that can do it, aren't there?

Nurse: This...this is not the case. There are doctors with such specialty.

Investigator: Oh, then can you provide some names for me? That is, those that can...can do transplant?

Nurse: That is...generally (voice not clear here) It's our hospital president doing it.

Investigator: The president. I read from the media, it's Zhou Jian. Besides Zhou Jian, are there any other doctors? Professor Zhou...

Nurse: Right, Zhou Jian and Fan Jia.

Investigator: Oh, Zhou Jian and Fan Jia. They two are the only ones doing surgery, is that right?

Nurse: Yeah. But others ...anyway you won't be able to schedule appointments with the two of them now.

Investigator: Are there any others doing the surgery? Are there others? If they two are not available for appointment, are there others available doing the surgery?

Nurse: Others are their assistants.

Investigator: Ah, assistants. Are they doing surgery?

Nurse: Ah, it's not possible that just one person is doing it at the operation table. Since this surgery is so big, there has to be a team for sure.

Investigator: In April your hospital did...did a lot. I think it's 8 cases. Is that a lot? Or you usually did even more than that? Due to the pandemic, this is already...

Nurse: It depends. It's not like that, it's not...pandemic or no pandemic...it depends on liver sources. Sometimes there are few of them, and sometimes there are more.



Investigator: I heard that Shanghai has locked down, and yet, your hospital is still able to do liver transplants. This shows your hospital is great, you must still have a lot of donors, and it can be done very quickly, is that right?

Nurse: Eh...

Investigator: Eh, based on your experiences, generally how long is the wait time, the quickest? I mean the quickest...the luckiest...

Nurse: For the quick ones, some took only one or two days.

Investigator: Oh, one or two days will do?

Nurse: Yes. For some it's very quick.

Investigator: Oh, oh, oh, oh. How much does the hospital charge for a complete liver transplant? We need to have it prepared, and then...

Nurse: I am not quite sure. But the advance...the advance payment should be around 400 or 500 thousand rmb yuan. That's advance...advance payment.

Investigator: The 400 or 500 thousand rmb yuan you mentioned here, does it include the compensation for the donor family? Because a doctor at your hospital said ...

Nurse: I am not sure. Because ...

Investigator: It could be ...

Nurse: This...this I really don't know. Because each time, it's the patient (voice not clear) the invoice for advance payment shows 400 or 500 thousand rmb yuan. I am not quite sure now.

Investigator: Oh, this amount is...because he said that fee for the donor is...that is, the fee for donor protection is not included in the hospitalization fees, it's paid separately. And it's not covered by medical insurance.

Nurse: Oh, then I guess, they are not put together. .

Investigator: Oh.

Nurse: If you need information about these fees, you'd better ask doctors. They will handle them. The number you are calling now is the nurse's station.

Investigator: Oh, but then how do I find a doctor, since we have no access to the hospital right now?

Nurse: Make an appointment. As I told you before, the only way is to make an appointment. I am not sure.

There were those who drove here from other provinces, but I am not...not...not sure.



Investigator: Oh, so the ones you do now...well, the eight surgeries you mentioned, were done in your department, weren't they?

Nurse: Ah, no. We have several Hepatobiliary surgical departments.

Investigator: Several liver transplant ...?

Nurse: Your call was transferred to my ward. We have several more wards.

Investigator: Are they all for liver transplants?

Nurse: All of them can do it.

Investigator: Oh.

Nurse: The operator transfers you to a ward at random, it's a random transfer.

Investigator: Oh, so you were saying that patients from other provinces can go to your hospital now, is that right?

Nurse: I am not sure about that. Our unit recently had a patient that, they say, was brought here by car from other province. But each unit has a different situation. I...I am not quite sure.

Investigator: Ah, so this happened during the lockdown.

Nurse: Right, right. Whether or not you can drive over, and which highways you will pass through, for these questions, you have to inquire yourself.

Investigator: Oh, I'll check it out myself, I'll check it out myself.

Nurse: I am not sure.

Investigator: Right. I am thinking now...then tell me, can we pick the donor? That is, is there an opportunity to pick? That is...

Nurse: No, there isn't. There is not for sure. For specifics you need to ask. You need to tell the doctor. For these...these specific questions, you need to ask the doctor.

Investigator: Then when can I...can you give me the phone number for the doctor's office? I'll ask a doctor, because this is a big ...

Nurse: Today is a holiday. All doctors are off.

Investigator: Which day should I make the call then? You are suggesting after the May 1st holiday?

Nurse: It's not like that. Because on weekdays they go to do surgeries right after they finish their rounds, so you won't be able to reach them. Except for at the clinic—I told you this is the only way—except for at the clinic, you won't be able to reach them by phone.



Investigator: Oh.

Nurse: All their calls are routed to nurse stations.

Investigator: Oh.

Nurse: There's no doctor's office.

Investigator: Oh, there's no doctor available. So it all depends on luck, right?

Nurse: Yeah.

Investigator: But the thing with making an appointment is, Shanghai ...

Nurse: You have to make a clinic appointment.

Investigator: Shanghai, we...you know, if we make an appointment, and then we make such long trip over, and whether or not we can get it done is still unknown. It's because...I can be honest with you....

Nurse: But there are too many.

Investigator: It's just because I read the news report, I felt that, just in April you did eight surgeries, so I thought you did quite a lot. Then I thought you must have...have...have special channels, so I felt, if we go to your hospital, it will be fast too.

Nurse: There shouldn't be anything special. I'm not quite sure.

Investigator: No other hospitals can do as many, but your hospital just did so many transplant surgeries. It must be like, when there are donor organs out there, your hospital is the one able to find them. That must be the case.

Nurse: Eh, I don't know. You still have to come and ask doctors to find out. Because what actually happened among them, how could I know? This is just a nurse's station, just a nurse's station, I tell you.

Investigator: That's right. I thought since you directly interact with the patients a lot, sok, maybe ... maybe you know something. That is ...well, I found it strange...

Nurse: I have told you what you should do.

Investigator: Yes, what about that, that is, when they do surgeries, I mean the donor organs, are they extracted in your hospital or transported from outside facilities?

Nurse: Well this ... I am not quite sure.

Investigator: Eh, you ...

Nurse: Organs are sent to operation rooms directly. How would I know?

Investigator: But you are a nurse.



Nurse: Here is the patient care unit.

Investigator: Even though you are a nurse at the patient unit, you must be... involved too. You also participate in some surgeries.

Nurse: Participate? We don't participate in surgeries.

Investigator: Ah, you don't participate in surgeries?

Nurse: Right, right.

Investigator: Oh.

Nurse: That is why there are many things I don't know.

Investigator: Oh, well, I just wanted...just wanted to ask about this donor organs, because this is most important, it's the crucial part in the surgery.

Nurse: If you feel the lockdown is an issue, then you can wait until Shanghai loosens up a bit. You can first...

Investigator: Eh, eh, right. I...it's because...didn't your hospital stop medical services during the lockdown?

Nurse: Stop? We recently reopened, but the emergency services never stopped.

Investigator: So, cases like this can go through emergency services, through a green channel, is that right?

Nurse: Ah, no, no... it's not like that, it's not like that. What I meant is we've never stopped emergency services. but we couldn't do a case such as yours.

Investigator: Oh, so the eight transplant patients we talked about had been staying in your hospital, right? They had been in the hospital, that is, they had been in when the lockdown started?

Nurse: I am not sure. It's not like that, it's not like that. They had been in Shanghai, for sure.

Investigator: Oh.

Nurse: Some of them came from their homes.

Investigator: Ah, some came from their homes.

Nurse: Yeah, correct.

Investigator: Were the organs donations from Shanghai? Or you'd say they were transported from other places?

Nurse: I am not sure. I really don't know, because I don't attend surgery.

Investigator: Right, when I talked to the operator a moment ago, she said you have many patients units. Is it true only doctor Zhou and doctor Fan are chief surgeons? Are there other surgeons available to speak with? From other groups or teams?



Nurse: No, there aren't, there aren't. Others are all assistants, not chief surgeons.

Investigator: Ah, they are all assistants, so they are not doing surgeries. So every year you...you must have done a lot of surgeries every year, right? There shouldn't be any problems, right?

Nurse: Well, about this...about this, I can only tell you we do a lot. But about what you asked, how could I possibly give you guarantee?

Investigator: They say, Renji Hospital also performs many surgeries. But I found, recently there hasn't been much news about Renji, and I feel Zhongshan is really doing great. So, I can give it some considerations. Renji does a lot, you...are you doing more than Renji?

Nurse: Eh, then you think about it first, I...I am not sure. Renji Hospital could not have told me how it is doing.

Investigator: Eh, how many surgeries can you do a year? Transplant surgeries?

Nurse: Last year? More than 300, approximately.

Investigator: Oh, so the eight cases that I...

Nurse: I am not quite sure about the specific number.

Investigator: It's over 300, right?

Nurse: I'm not...not quite sure. It should be the number for the past two years.

Investigator: Oh, right, because I felt...I felt earlier that eight surgeries were already a lot. But if this is the case, they are not too many. Now your clinics have not been fully open, otherwise there should have been more. Okay, I'll talk to my family, and then see what to do next. Or we sign up on the waiting list. We will register after May 4th, and see what happens.

Nurse: Eh.

Investigator: And about your...well, about your...could you tell me, are the donated organs provided by the Red Cross Society, or through the hospital's own channels?

Nurse: I don't know.

Investigator: You don't know that either?

Nurse: This ... I really don't know.

Investigator: Who provides ...?

Nurse: About...about liver sources, I really have no clue. Here we just answer your basic questions, such as...(voice not clear)



Investigator: Just asking, eh, asking.

Nurse: If you come to do the surgery, I will help you with registration, and then send you to the operating room, and that's it.

Investigator: Oh.

Nurse: That's it, nothing more than that.

Investigator: Right, I am just...wonder about this donor organ.

Nurse: Okay. You think about it. And here I am...since I have things to do and I have been on the phone with you for quite long now...

Investigator: Okay. Okay.

Nurse: Alright, that's it then.

Investigator: Thank you, thank you. Bye.

Nurse: Sure.