

Investigation Recording 2019-052

Date: June 10, 2019 (+ 86-371-67967126)

Subject(s): Nurse Wang, Liver Transplant Nurses' Station, the First Affiliated Hospital, Zhengzhou University, Henan

Translation

Nurse: Hello!

Investigator: Hello! Hello, Doctor, is this Inpatient Service or Outpatient Clinic?

Nurse: Outpatient Clinic is closed now.

Investigator: Oh, the clinic is closed now. Then I'd like to consult. My husband wants to have a liver transplant.

Nurse: Oh, hold on. Let me check if the doctors are still here. This is Nurses' Station, wait a minute!

Investigator: Okay, please help me find a doctor, thank you.

(Nurse calling for a doctor)

Nurse: The doctors are off work now.

Investigator: Oh...Then I will just ask some simple questions: if we come to your hospital, would there be any beds (available)?

Nurse: It's hard to say. Normally, new patients will have to wait for beds now.

Investigator: Oh, I see! Then how long would be the wait?

Nurse: Well, I can't tell you (how long exactly)! I suggest that you'd better contact one of the doctors to confirm first, before you come over.

Investigator: Right, you are right, because after the confirmation, is your liver source supply tight? Can we get a liver organ soon? Can we get it in a month?

Nurse: Well, in some fast cases, wait time is only two to three days, but in slow cases, it's about a month. This will need...

Investigator: Oh... the sooner the better. Is it possible to get it sooner if I pay more money?

Nurse: (laugh) For that question, I suggest you discuss it with the doctor!

Investigator: Oh... Discuss with the doctor? You don't know that?

Nurse: Correct, that's right.

Investigator: Then how much is this liver organ? Do you have any idea about that, the cost to do a liver transplant?

Nurse: For right now, the conservative estimation is around 700,000 yuan!

Investigator: Oh...it's 700,000 yuan, right?

Nurse: Yes, 700,000 yuan, that's correct. Generally, if there is no special situation (happening), that's definitely enough for you until hospital discharge.

Investigator: Then how long will it take us to get discharged, if the postoperative recovery is good?

Nurse: Normally it'll take two to three weeks.

Investigator: Can you recommend a great doctor for me?

Nurse: Ha ha... they're all pretty good. They all belong to the group of Director Guo, that is, all surgeries are done by Director Guo as the chief surgeon, yes.

Investigator: Director Guo is the chief surgeon, right?

Nurse: Director Guo is our liver transplant surgeon here, Director of Liver Transplant.

Investigator: Oh, what's Dr. Guo's full name?

Nurse: It's Guo Wenzhi.

Investigator: Guo Wenzhi, he's a more appropriate one for me to talk to, right?

Nurse: Oh, yes.

Investigator: How many years has he been doing (liver transplantation)? How many years have your doctors been doing liver transplants?

Nurse: (We) started that just a few years after 2000. The number of cases in the past two years went higher, because of our more marketing efforts and the slightly higher public recognition we got.

Investigator: Yes. You are quite well-known, even my classmates suggested that I come to your hospital. So, how many cases can you do in a year?

Nurse: We did more than one hundred last year, roughly one hundred and thirty.

Investigator: Oh, so basically, every month, every day, you have (transplant operations) to do, right?

Nurse: Ah, several cases can be done sometimes, but it's uncertain at other times, because there are some random factors involved.

Investigator: Oh, so right now, there is no bed available, and one must wait until a vacant one becomes available?

Nurse: Yes.

Investigator: So based on your experience, if there is (a liver donor available), it's possible to get it done in two or three days, right?

Nurse: Right, right, right.

Investigator: Okay, great.

Nurse: I work on night shift.

Investigator: So, about the beds, how many do you have?

Nursing: We have 60 approved beds, and can add extra beds in the inpatient service.

Investigator: Oh, 60 approved beds. Right?

Nurse: Well, about 60.

Investigator: Oh, so, there are lots of patients waiting here, right? All 60 beds are fully taken, plus the added extra beds, no more extra beds can be added? All beds are taken, right?

Nurse: Ah, we have returning patients for reassessment.

Nurse: Oh, there are returning patients for reassessment at our hospital.

Investigator: Oh, then currently 60 beds are all taken, right?

Nurse: Right.

Investigator: So, basically, are you running in such a full capacity every year, throughout the year, or every month?

Nurse: Yes. We were allowed to add extra beds before, but now we're not allowed to do that any more, so we had to put them away.

Investigator: So, let me estimate, you do transplant(s) basically every day, right?

Nurse: Well, not necessarily, we sometimes do two or three cases a day, but sometimes have no case for a whole day.

Investigator: Then I should mainly talk to Doctor Guo, Guo Wenzhi. Let him arrange everything for me, right?

Nurse: Oh, yes.

Investigator: Can you provide one of his mobile numbers?

Nurse: Oh, that cannot be provided.

Investigator: Oh, is that okay if I just call this number then?

Nurse: Oh, yes, yes, yes. Because I'm the only one here at night with patients, I can't talk to you that much.

Investigator: Oh, thank you then, thank you very much.

Nurse: Oh, you're welcome, you are welcome! Bye.

Investigator: Thank you, bye!