

## **Investigation Recording 2019-069**

**Date:** July 10, 2019 (+86-1057976160)

**Subject(s):** Two Nurses, Liver Transplant Inpatient Service, the Armed Police General Hospital, Beijing

### **Translation**

Investigator: Hello.

Nurse 1: Hi, how are you?

Investigator: Hi, hello. Is this the Armed Police General Hospital in Beijing?

Nurse 1: Hi, hello. How can I help you?

Investigator: Umm, I'd like to talk to the doctor of Liver Transplant, Director Zhou.

Nurse 1: They are all off work now, you see. Uh, you can just call them directly, or, their cell phone number.

Investigator: Well, when do they work at their outpatient clinic?

Nurse 1: As for the clinic (schedule) now, they've made some changes, so I do not know either on which week day(s) they go to their outpatient clinic right now. Or you may just call him to ask, because now the doctors may have swapped their shifts, or their rotations.

Investigator: So, if he gets admitted in your hospital, will there be a bed available for him?

Nurse1: Ah, now, the beds are arranged by those doctors. At our hospital over here, all ( requests) are submitted to the hospital, which will then arrange the beds for you (patients). That means now those doctors are in charge of the beds.

Investigator: Oh, they're all managed by the doctors. You're in the Inpatient Service Section, right?

Nurse 1: Yes. I'm now at the Inpatient Service Section. Then if you want to (get) something (done), tomorrow, you can call this number again. Call this number during the day tomorrow to ask about it, that is, the situation regarding the doctors' work schedule at the outpatient clinic. You just ask about that and then go visit the outpatient clinic to see whether there are beds available.

Investigator: Oh, I see. If (the patient) comes in, how long does (the patient) need to wait to get the surgery done, or to get the operation arranged?

Nurse 1: That is hard to say because the liver source and kidney source—these things are hard to say and we cannot guarantee you how long it will take in your specific case.

Investigator: So, based on your experience, is there a chance to have it done in a week?

Nurse 1: Like those who have been waiting here, some are fast. There were cases where it took two weeks; there were also cases where it took one month; there were cases where the surgeries were done right away upon admission, when there were matched organs found. So, it's hard to say, because the liver source and kidney source are not communicated or arranged beforehand and it is possible that there is a match that becomes available all of sudden, which we don't know either.

Investigator: Ah, then you basically do them (transplants) everyday?

Nurse 1: Tomorrow, you just call to ask again because we are not very sure about the specifics on our side.

(Another nurse taking over and answering the phone)

Nurse 2: Hell, hi. How can I help you?

Investigator: Yes. I am...My husband now needs a liver transplant. He is now in Tianjin.

Nurse 2: Do you want to consult about it?

Investigator: Yes, I'd like to have a consultation. I mean, if it is suitable, I'd like him to transfer to your hospital right away, and I will...

Nurse 2: We are at the Inpatient Service Section, not involved in handling or explaining those things. So, if you really want to ask about it, call the number for the outpatient clinic, 76840. It will do simply to replace the last four digits with 840.

Investigator: It's 76840, right?

Nurse 2: Yes, yes, yes.

Investigator: Oh, okay.

Nurse 2: Eh, okay. Bye.