Investigation Recording 2020-090

Date: June 16, 2020 (+86-1083997177)

Subject(s): Operator, Chinese PLA General Hospital

Summary

1. We are not sure whether there are problems, but the outpatient clinic is indeed open as usual.

2. Investigator: Please transfer me to Liver Transplant.
Operator: I cannot help get you transferred because you are making an international call.

Translation

Investigator: Is this Chinese PLA General Hospital, right?
Operator: Right.

Investigator: Well, I would like to ask, can we go there to see a doctor as we normally do? Do you take patients normally?
Operator: I am not sure about that. (But everything) should be normal. Yeah.

Investigator: What did you say?
Operator: Now the doctors see patients as normal.

Investigator: (Patients) can go see your doctors as normal. As I know, that, that, I mean, isn’t it true that in Beijing, the community for army families have got infected (with the
coronavirus)? Do they go to your hospital to see doctors? Is it a problem for us to go?

Operator: I am not sure about that. About whether they come to see the doctors at our hospital, I am not sure.

Investigator: Well. If they go there, wouldn’t that have an impact on our safety. We are also concerned.

Operator: Not sure about the specific situation.

Investigator: Oh, well, you said that the outpatient clinic is open as usual. So it should not be a problem, right?

Operator: I’m not sure whether there are problems, but the outpatient clinic is indeed open as usual.

Investigator: Okay. The outpatient clinic is open as usual. Then, then can you help transfer me to Liver Transplant?

Operator: I can’t. I can’t.

Investigator: Ah?

Operator: I can’t, because you are...wait a second (sound of phone ringing), I cannot transfer you over, because you are making an international call, which cannot be transferred. (You) can only ask your family or your friends in China to call. I can call your friend inside China, but not you.

Investigator: Ah. That’s not the case. I am inside China. What I’m using is an internet phone, since it’s cheap to use, isn’t it?

Operator: This won’t work, either. That will not work, either, because I’m shown your phone call is indeed international, so no.

Investigator: I, I, Okay. It’s an internet phone. We can use it to call anywhere in the world, then....

Operator: But you cannot, you cannot (talk to us using the internet phone).

Investigator: Oh. Did you say I can call you using a domestic cell phone?
Operator: Right, right.

Investigator: Well, as you said, if you call that...you can do that (but)...because he does not know much about it. If I want to get it done, he wouldn’t understand it, if he has to call you.

Operator: Wait a second (phone ringing). But it can only be your friends or family members in China to call us. As long as it’s an international call, no matter where you are, as long as it’s international call, we cannot help with the transfer.

Investigator: Well, okay, now I got it.

Operator: Okay, okay.

Investigator: Thank you. Good-bye.

Operator: Not a problem.