



Investigation Subject: Nurse with hepatobiliary surgery ward of Nanfang Hospital, Southern Medical University

Investigation Subject: Zhou Jie, Director of Hepatobiliary Surgery Ward, Nanfang Hospital, Southern Medical University

Investigation Time: August 4, 2020 (+86- 2061641114)

Highlights:

1. You won't be able to have an appointment to see Director Zhou Jie. he's mainly at the office for overseas Chinese patients, a special outpatient clinic.
2. You may sign up for Zhang Qifan, who's on the same team.
3. There's a shortage of beds, and it is not us, the nurses who handles them. It is up to the professors.

Recording content

Investigator: Hello! Is this Southern Medical University...

Operator: Please call the reservation center, their number is 61641888.

Nurse: Hello, Hepatobiliary Surgery, how can I help you?

Investigator: Hello, I would like to ask if your department is the one that does liver transplantation?

Nurse: Yes, who's calling, please?

Investigator: Oh, here's the thing, I'm calling from Zhuhai, as I wanted to find a hospital in Guangzhou for a liver transplant for one of my family members.

Nurse: Uh... You can go to the outpatient clinic about hepatobiliary surgery. You may not be able to get an appointment with the director. Because he rarely attends specialist outpatient clinics, he attends Outpatient Clinics for Overseas Chinese, a special outpatient clinic. You can register an appointment with doctors under him, they're all on the same team.

Investigator: Oh, who are they? Who are the doctors under him that I may have an appointment with?

Nurse: Uh Zhang Qi... Uh, then I'm going to tell you, and you need to take it down.

Investigator: Uh, okay, I'm ready.

Nurse: Well, Zhang as Z-H-A-N-G, Z-H-A-N-G

Investigator: Then Qi, I got it. Zhang Qi...

Nurse: Fan as F-A-N.



Investigator: Uh, F-A-N, Zhang Qifan. He's a doctor under the director, is that right?

Investigator: Does he participate in the operations? I mean, will he be the one who does the surgery when we decide on the transplantation?

Nurse: He definitely will be in it!

Investigator: Oh, but you said...

Nurse: They are together, they work in the same team, together.

Investigator: Ah, but you said that the director only sees overseas Chinese patients, that is to say, he is not seeing domestic patients, then...

Nurse: Ah, it's not like that, he's an expert...with an expert at special outpatient clinic, he's not going to be at the office every day. Besides, you are not necessarily able to get an appointment.

Investigator: Oh, you may tell me about him and let me have a try. What is the director's name? I'll have a try.

Nurse: Zhou Jie.

Investigator: Zhou Jie.

Nurse: So you give it a try.

Investigator: Oh, I'll try to sign up for Zhou Jie.

Nurse: Zhou as Z-H-O-U, Jie as J-I-E.

Investigator: Well, how much, approximately, do I need to have for an operation in your hospital?

Nurse: I don't know about this. You need to ask the doctor. None of us know about these fees.

Investigator: Oh, do you have a severe shortage of beds?

Nurse: Well, yes. And the beds are not managed by us nurses, but...by professors.

Nurse: Anything else?

Investigator: No, that's all I wanted to ask, I may call again.

Nurse: Bye!

Investigator: OK, bye bye!

Nurse: Mmmm, bye.