Staff-on-duty at the Organ Donation Office, Guangdong Branch, Red Cross Society of China
Date: November 2, 2017 (Phone number: +862038824642)

Summary
1. The Guangdong branch receives hundreds of cases of organ donation, ranking first in China.
2. “I don’t know the number of (donation cases for this year). We will wait until the official statistics are released.”
3. Only a portion of all the donors can be used. “It depends on individual circumstances, such as the donor patient and his/her organ quality. Sometimes donated liver organs are unusable, sometimes kidney organs are unusable.”
4. The donated organs used in hospitals in Guangdong Province are not necessarily witnessed by the Red Cross Society. Some organ donors are the leftovers from other provinces and can also be redistributed here by the nationwide allocation network.
5. The organ related fees and transplant surgeries are up to the hospitals themselves to decide and have nothing to do with the Red Cross.
6. “It’s possible that every province has its own fee standards. There is no unified standard nationwide.”

Phone Investigation Recording
Staff: Hello!
Investigator: Hello, (Staff: Hello!) is that the Red Cross of Guangdong Province?
Staff: Yes.
Investigator: I’m from another province. I’m here trying to register for a patient, who needs a liver transplant. I asked two hospitals, and they told me that I have to make advanced payments when registering, including a liver source fee. As I know, the organ donation through the Red Cross is unpaid, it means that there should be no organ sourcing fee, so I just think…
Staff: How to charge fees is up to the hospitals. Our Red Cross has nothing to do with that, and we don’t know how they came up with the fees…
Investigator: The organ donation through the Red Cross should be certainly unpaid, right?
Staff: Yes, the organ donation is unpaid, but during the process, there is the (organ) excision surgery involved and also needs the preservation of the organ. By the way, the preservation fluid itself is very expensive, costing several thousand yuan a bag.
Investigator: Oh, so this is the case.
Staff: That’s right!
Investigator: Oh, so it’s still going to generate some costs, right?
Staff: As for how they charge fees, it is up to the hospitals to decide how to collect them. It is according to relevant regulations. We don’t know about this, but we know that during the course of this operation, some medical services are needed and would generate some costs.
Investigator: Oh, that’s the so-called preservation fee you mentioned, huh?
Staff: Regarding specific fees, you may, you may have to ask the price bureau to get an answer. We don’t know about it here.
Investigator: You’re saying that, whether the hospital fees are reasonable or not, I need to ask the price bureau?
Staff: Then I do not know, because this price setting should be done by the price bureau, right?
Investigator: Because the hospital this fee may be too, its flexibility is too…
Staff: I don’t know, because I…because all these fees, and medical matters are decided by the hospitals. Our Red Cross Society has nothing to do with them.
Investigator: Ok, so you just in charge of witnessing and certifying the organ donation?
Staff: Yes, yes, we witness the organ donation, such as whether the (deceased’s) family is willing or not, and what to be donated. Other things are decided by the hospitals and have nothing to do with us.
Investigator: In other words, the donated livers used by all the hospitals in Guangdong Province are all certified and guaranteed by you Red Cross, right?
Staff: Hm…But I’m not sure, because we also have organ donors from other provinces, we are all now networked nationwide, as far as organ distribution is concerned.
Investigator: Ok, I heard that, in the last year, you had done over 300 cases of organ donation.
Staff: Yes, we had several hundred cases per year recently.
Investigator: Your number of organ donation cases is indeed…in contrast, we have only several cases a year, some of which are not even clinically usable. The several hundred cases you talked about, are all used in operations? For organ transplants?
Staff: They are the organ donation cases. How many can be actually used? That depends on individual cases.
Investigator: Ok, it depends…on the hospitals’ judgement.
Staff: Yes, sometimes donated liver organs are unusable, sometimes kidney organs are unusable.
Investigator: Ok, how about those usable ones?
Staff: Probably partially. It depends on individual circumstances, such as the donor patient and his/her organ quality.
Investigator: Yes, of course. The number you just talked about, several hundred cases, is the number of donor individuals, who have agreed to donate, right?
Staff: Yes, it means the donation cases.
Investigator: Several hundred people, right?
Staff: Yes.
Investigator: But to me the number means a slightly different thing. What he calls, for example, 18 organs donated last year, perhaps means 1 liver, 2 kidneys, and so on. It’s possible that one individual donor produces multiple organs.
Staff: Only three organs, but as far as donation cases are concerned, they all belong to the same case.
Investigator: Ok, they belong to a single case.
Staff: Yes, because those organs are all donated by you, one individual, aren’t they?
Sometimes one person donated 5 organs, sometimes 3. It’s all possible. But in terms of donation cases, it is just one case.
Investigator: Ok. How many donation cases have you gotten so far this year?
Staff: Hm…several hundred cases. Anyway, we’ve been number one in the nation in the past several years.
Investigator: Isn’t that right?
Staff: But this year is not over yet, so I don’t know the number. We will wait until the official statistics are released.
Investigator: Because we want to select either Guangdong or Hunan Province. I inquired the Hunan Province branch, and they said last year there were over 300 organ donation cases.
Staff: That’s about right.
Investigator: We want to know about the cost, so we called them.
Staff: But it’s possible that every province has its own fee standards. There is no unified standard nationwide, which is the key.
Investigator: As to the donated organ quality, is it up to you, the Red Cross, or up to the hospitals to control?
Staff: It is up to the hospitals. They are responsible for all the medical matters. How can we have the capability like that? We are not a medical institution, and the donation organs require expertise on the subject.
Investigator: Ok, you are the “primary” in this regard. Hunan doesn’t have that many. They do about 300 cases, not as many as you do.
Staff: It should be in the same neighborhood for the top three provinces nationwide.
Investigator: Very well. I just want to know about the cost, if you don’t know about it…
Staff: The cost? Sorry, we don’t know.
Investigator: Ok, that’s ok. Thank you anyway.
Staff: Ok, you are welcome. Bye now.
Investigator: Bye.