

INTRODUCTION TO ORGANISATIONAL STRUCTURES IN PATHOLOGY SERVICES

What is a pathology collector?

A Pathology Collector is a person who collects and prepares specimens that will be examined in a Laboratory.

The position of Pathology collector is a very important one, as they are often the first point of contact for Patients and Doctors

What is their role?

The collector, also known as a Venipuncturist or Phlebotomist, usually collects blood, body fluid, and swabs from patients who have been referred from doctors or specialists.

It is the responsibility of the Pathology Collector to interpret the Doctors' request and collect the appropriate specimens in the appropriate containers, then prepare them for transport to the Laboratory.

A pathology Collector is also required to collect, record and communicate accurate information from patients and other health professionals.

Where are they employed?

Most Pathology Collectors are employed in Pathology Companies, where they work either in a clinic or as a domiciliary collector.

Hospitals employ Pathology Collectors; Medical Centres usually have a Pathology collector on staff working in their treatment room.

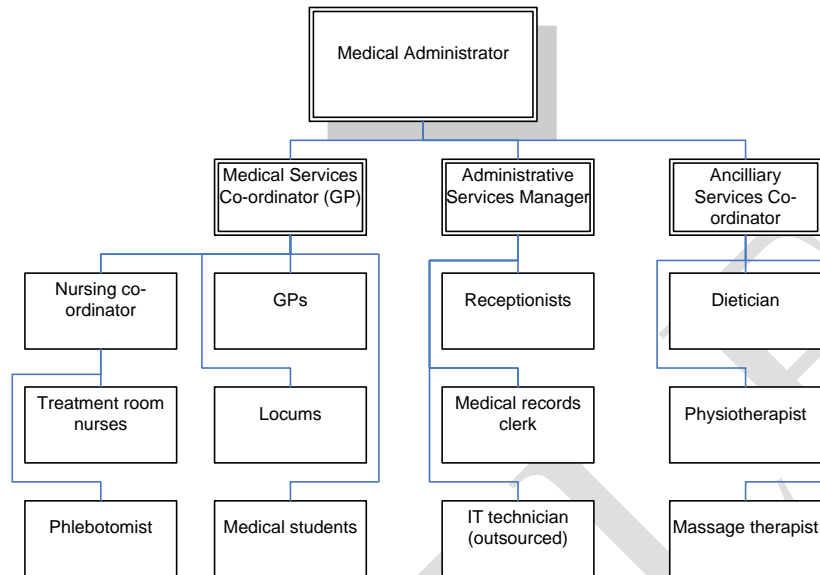
Some Pathology Collectors prefer to work independently for insurance companies.

There are many employment opportunities to be explored

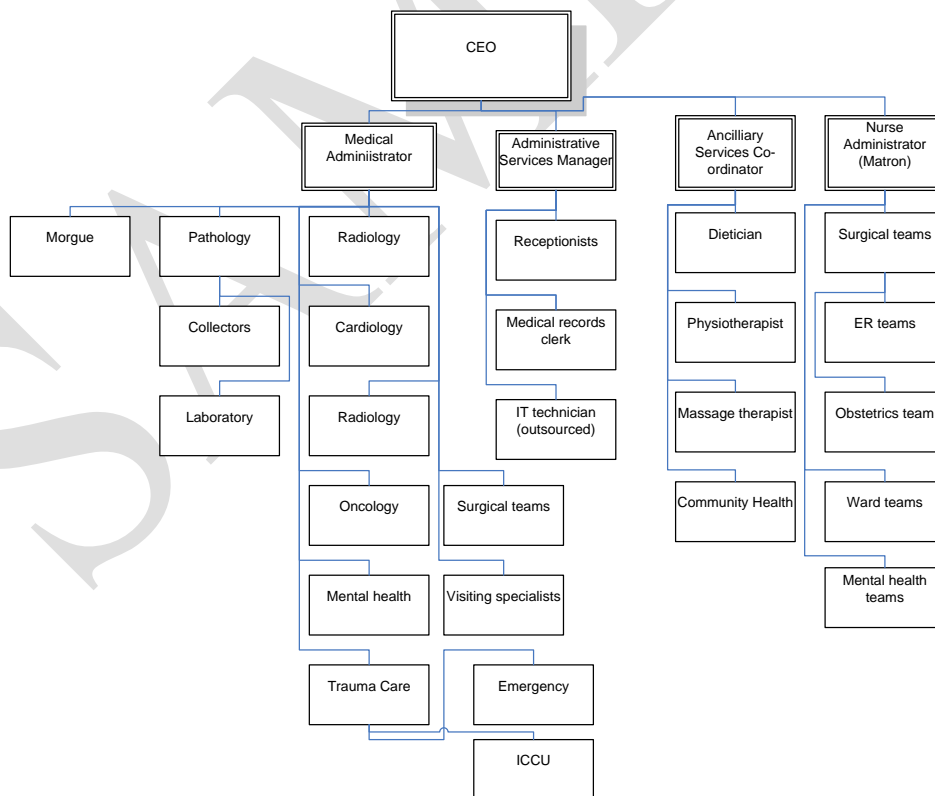
There are many different ways of organising medical services that include pathology collection:

- Hospitals have collectors in the emergency rooms and wards and test most specimens internally. Collectors are also employed in hospital blood banks.
- GP Medical clinics with treatment or emergency rooms may have a specialist collector and usually the specimens are sent out to pathology services for testing
- There are several large pathology firms who specialise in pathology specimen collection for insurance agencies who have branches in many regions and locations
- There are also many small firms who may operate only in one region or State, or who might specialise in a specific laboratory service
- Blood donor services organised by the Red Cross use pathology specimen collectors or nurses to process donor services

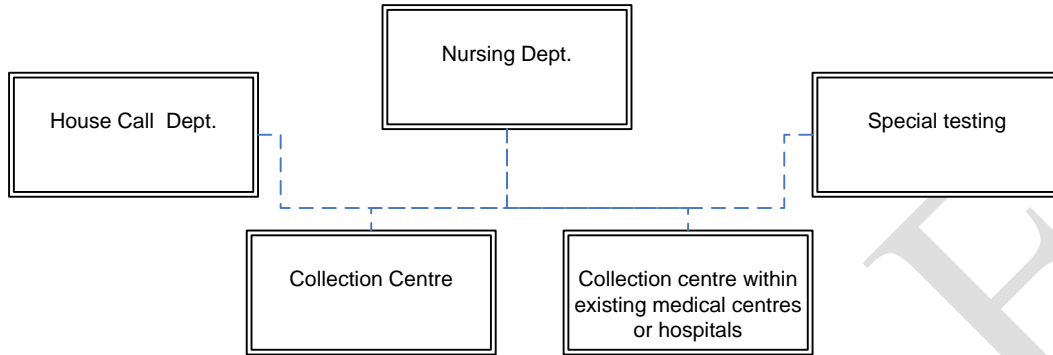
This is what the structure might look like in a multi-disciplinary health clinic. In many clinics the work of pathology specimen collection is referred to an outside firm.



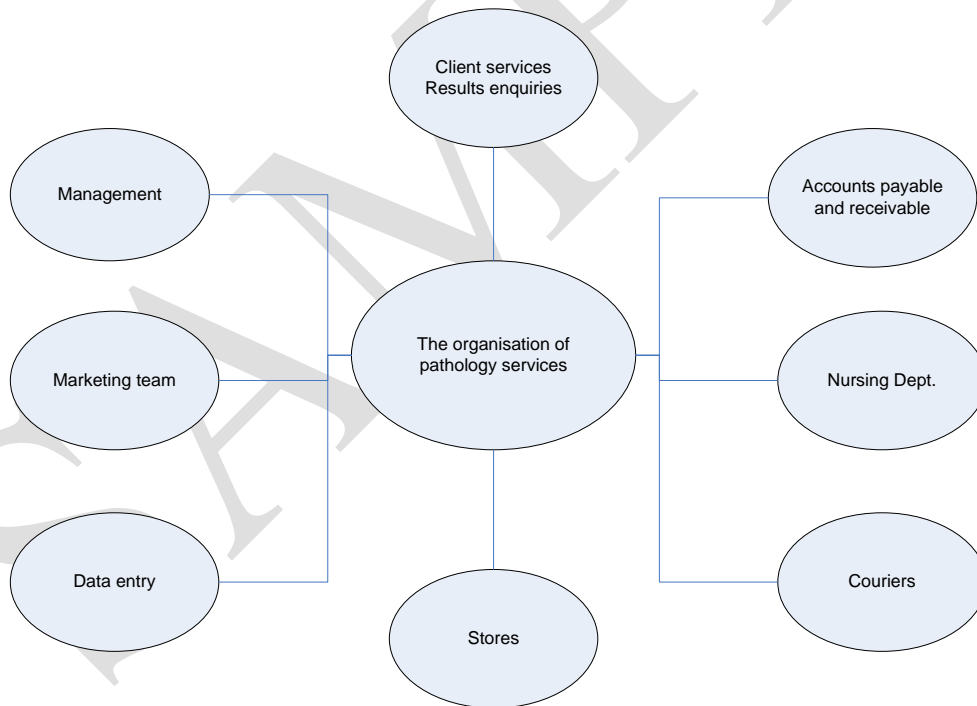
A hospital is generally organised by function and pathology services are generally organised as a Department responsible to the medical administration.




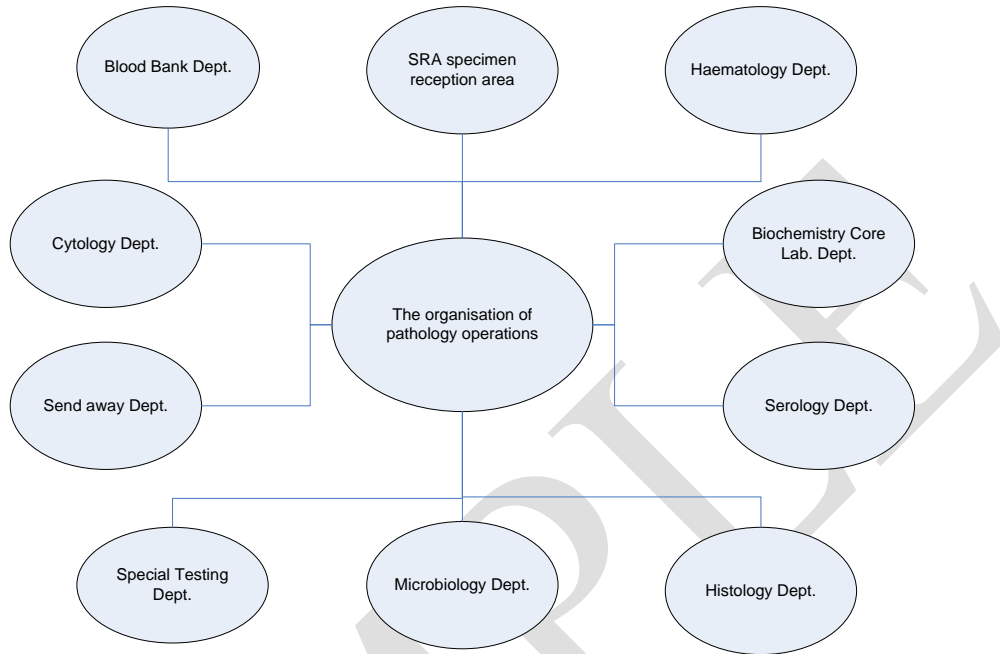
There are several ways that staff can be involved in collection services. Not all the collectors are pathology staff. Nursing staff and doctors may also be involved in the collection of specimens, particularly in domiciliary care services.



The management of pathology services is also organised into functions which relate to client services. Collectors may be stationed in emergency or outpatient services and sometimes the patients may have to go to the pathology department for this service.



Within a pathology department, or testing facility, the work is subdivided into different functions. It is not only about blood and body fluid work, there are many types of testing that are carried out from DNA analysis through to the study of tissues (histology) and the study of cells (cytology).



Assessment Two Please go to page 7 your Assessment Manual and complete the exercise.

ASSESSMENT RECORD

Student Name:	
Student Number:	
Address:	
Postcode:	
e-mail:	
Assessor/Trainer:	
Telephone:	
e-mail:	

<u>Assessment for topic:</u>	Assessments	Page	Date	CA
One: The organisation of work	1 A. Local health services	2		
	1B. Snapshot of indigenous health	4		
	2. Organisational structures	7		
	3. Policies and procedures	10		
	4. Workplace rights and responsibilities	13		
	5. Work roles	16		

Assessor's comments:

Assessor Signature: _____

Student Signature: _____

Sign-off date: _____

ASSESSMENT TWO: ORGANISATIONAL STRUCTURES

In order to complete this Assessment task you will need to read the Yourtown Health Centre induction booklet (on your CD) as though you are a new employee. If you are already working in a health related service, you may use examples from your own workplace to complete the answers.

1. *What role have you decided to take for this module?*

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2. *In the organisation chart, to whom do you report?*

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3. *Reading the Corporate Plan, what kind of organisation do you feel you have joined?*

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4. *In what ways is this organisation committed to improving services to its patients?*

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5. *In what ways is this organisation committed to improving the working environment?*

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6. *In your work in this environment, what would motivate you to help the clinic achieve its goals and objectives?*

7. *What do you feel you could do to help your clinic attain its objectives?*

8. *How do you feel about working in an environment that allows all staff to participate in developing standards, policies and procedures?*

9. *How does a hierarchical structure keep the supervision roles manageable?*

10. Does it appear that the more complex the organisation, the less delegated responsibility for key decisions is given to people at your level? Why do you think this happens?

11. In real life, what kind of business structure are you/do you see yourself working in?

12. In real life, does/will your workplace have any set goals and objectives? What are they?

In real life, what determines the functional organisation of the workplace you work/intend to work in?

If your workplace/intended workplace has an organisation chart, attach this to your assessment and show where you fit in the 'big picture'. If it does not have a chart, draw a simple chart. People often 'wear many hats'. To draw an organisational chart for a workplace that has only one or two people, use the functions they perform (reception, specimen collector, record clerk, cleaner etc.) as if each one was a separate person.