



NSW Health Pathology – North (Hunter) at John Hunter Hospital Case Study

Video 4: Involved Haematologists

Empowerment

“One of the strengths in our laboratory is the very close relationship between the team of haematology staff specialists and laboratory staff. So, the dedicated team of specialists, with their senior registrars, provide a 24/7 on-call service and there’s never any hesitation for technical staff to call them for help and assistance in decisions. They’re also available for medical officers to consult for clinical information as well. So they are respected among the clinical community, they’re very involved in laboratory meetings, in policy and procedure decisions, and formation of those policies and they’re involved in the transfusion committees as well. They’ve empowered and supported the scientific and technical staff to guide the wider staff in complying with these policies and procedures. Importantly, the technical and scientific staff do not give clinical advice, always refer those medical decisions on to the haematologist teams.”