

## VISION

To be the biggest endoscopy centre serving the Western Suburbs of Melbourne providing quality, affordable, accessible and technologically advanced care.

- Compassion for our patients
- Efficiency in our duties
- Respect for everyone that passes through our open door.

## MISSION

We will

- attempt to perform a patient procedure within 10 days of receiving a referral
- be accurate and timely in our diagnoses
- ensure our staff maintain professional development in the field of endoscopy
- use state of art technology
- have multiple endoscopy centres throughout the Melbourne area
- maintain competitive pricing models

## VALUES

Accountability

Accessibility

Communication

Efficiency

Knowledge

Leadership

Excellence in Service (Customer and Clinical)