

QUALITY POLICY

To provide quality, affordable, accessible and technologically advanced care in a friendly and professional environment.

We will show

- compassion for our patients,
- efficiency in our duties and
- respect for everyone that passes through our doors.

We strive to be a leading healthcare provider and an employer of choice, supporting the needs of our growing community. Partnerships with consumers, carers and professionals provide a collaborative approach to the planning, design and evaluation of health care delivery and provide continuous service improvements.

Dr Scope is committed to:

- schedule patient procedures within 10 days of receiving a referral
- be accurate and timely with our diagnoses
- ensure our staff maintain professional development in the area of endoscopy
- use state of art technology
- maintain our competitive pricing models
- provide the best available care to our patients
- provide the best available service to our doctors
- provide a quality and safe work environment for our staff

Dr Scope is committed continuously to comply with our Management System which is based on ISO 9001: 2016 the international standard for Quality Management Systems and the National Safety and Quality Health Service Standards 2012. (NSQHS)

Dr Scope is committed to continuously improve, through reviewing our practice, in response to established best practice via our internal systems review.

Dr Scope has developed processes for planning to facilitate a transparent management system, which involves all team members. The outcome of our planning process is a set of objectives, which are reviewed and updated at least annually.

It is important that all team members:

- Are aware of the requirements of our management systems
- Identify, report, record all problems, incidents, complaints or areas for improvement
- Comply with the intent and the content of our management system

This will assist us to achieve our targets and the outcomes as identified above.

All staff is encouraged to discuss this policy with me.

Signed by:

Dr Ian Fok
CEO