Quality Policy

Life Healthcare is committed to being a world class provider of quality healthcare for all.

Quality is one of our core values, as well as a key business strategy.

Life Healthcare executive, leadership and management strive to, through their quality commitment, focus on:

LIFE

- Ensure well-being and quality of life
- Respect the rights and dignity of our patients, customers and employees
- Provide treatment that is personal and relevant to the individual needs of our patients
- Engage in thoughtful interactions with our patients and customers that result in a positive experience

HEALTH

- Achieve the best possible outcomes for our patients through delivery of clinical excellence
- Protect the health and safety of our patients, customers and employees

CARE

- Deliver a quality service, with respect and empathy, to the people entrusted to our care
- Protect our patient and customer rights by ensuring privacy and confidentiality

Life Healthcare is committed to:

- complying with relevant regulatory and governing body requirements
- continual improvement through the implementation of quality standards and international best practice
- continually monitoring and improving the effectiveness of our quality management system
- setting appropriate goals and objectives relating to safety, health and quality for all business units
- preventing incidents to patients, customers, employees and the environment through proactive risk management

Making life better